

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)

49th Annual Report
2001 - 2002



I. EXECUTIVE SUMMARY:

The Lower Fraser Valley Cerebral Palsy Association achieved the following key results during the period from April 2001 to March 2002 (please see the related sections of the report for more information on each topic):

1. **Organizational Governance & Mission and Policy Priorities:** The Board of Directors continued to enhance its governance through monthly accreditation discussions culminating in an annual planning session. The planning session focused squarely on Governance as a determinant of Mission and Policy. The session also produced proposed changes to Board Structure and Board roles, including changes to the Constitution & By-Laws proposed to the 2002 Annual General Meeting.

2. Programs and Services:

The following service improvements and changes were made:

- ❖ *New Langley site:* The Grand opening was held on October 23, 2001.
- ❖ *Communication Therapy:* We [increased the number of children served by 75%].
- ❖ *Supported Child Care:* We [increased the number of children served by more than 40%].
- ❖ *Autism Spectrum Disorder:* Additional services were extended to children and families through several short term government initiatives.
- ❖ *Accreditation:* We put in place up to date computer hardware so that we could run better software to bring together better client, finance, fundraising and staffing information.
- ❖ *Residential Services:* Newton Place services are now provided by ARCUS Community Resources and Bear Creek & Guildford Glen services are now provided by Howe Sound Rehabilitation Services Society.
- ❖ *At-Home Program:* We stopped assessing families' eligibility for this government program in November 2001 and returned this responsibility to the Ministry for Children and Family Development.

3. Human Resource Management Structures & Processes:

- ❖ *Staff Numbers:* Factoring out changes to residential services, the number of employees grew by 24%.
- ❖ *Accreditation:* An extensive Human Resources Policy Manual has been drafted to meet accreditation standards.
- ❖ *Human Resources:*
 - Margaret Duncan was appointed as our New Associate Executive Director in December 2001.
 - Kagnew Asaye became our new Director of Finance & Administration in August 2002.
 - Christy Faraher-Amidon joined us as Director of Communication Therapy in September 2002
 - Judit Spence became acting Director of both Physiotherapy & Occupational Therapy in September 2002

4. Management of Funds & Revenue Development:

- ❖ *Revenues:* We [increased our revenues by 33%] over the previous year.
- ❖ *"In the Black":* Having eliminated the cumulative deficit from preceding years, for the third year in a row we finished the fiscal year period with an Excess of Revenues Over Expenses. This year's amount is \$147,000 which the Board has placed in financial reserves.

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, 2001 to March 31, 2002.

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:

Founded in 1954, 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 \$6.5M and provides its services through approximately 150 professional health sector staff operating from 3 sites: South Fraser Child Development Centre in Surrey and in Langley, and Lookout Preschool.

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.

South Fraser Child Development Centre in Surrey, is our primary and largest site at 40,000 square feet. 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 in Langley, is our newest site and opened in October 2001 extending 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 through Communication Therapy, Developmental Medicine, Family Services, Occupational Therapy, Physiotherapy (incl. Technical Services), Preschool Programs, Psychology, Recreation Services and Supported ChildCare.**
- 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

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



- 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 have disabilities and 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 professionals include psychologists, occupational therapists, speech-language pathologists, physiotherapists, social workers, early childhood educators, supported child care consultants, recreation specialists and technicians and a developmental paediatrician.

2. 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 disabilities and their families shall be based on the following beliefs:

- All children with 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.

3. CLIENTS AND OUTCOME AREAS:

Client 1: Children and youth with disabilities in South Fraser Health Region (0 – 19 years of age)

Outcome Areas:

- 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

Client 2: Their families and caregivers.



Outcome Areas:

- a) Ability/Skill/Knowledge: increasing ability to assist and enable child/youth 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/youth with a disability & increase self-confidence, sense of success, happiness & 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

Client 3: Other service providers such as child care centres, teachers, schools, other professionals

Outcome Areas:

- 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.

III. ORGANIZATIONAL GOVERNANCE & MISSION AND POLICY PRIORITIES

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

Board of Directors

Membership:

Ken McBain, President & Chairperson
David Morris, Vice President
Larry Plume, Treasurer
Barb Hartevelde, Secretary
Jas Brar, Member
Ian Clemens, Member
Roy Foster, Member
Pat Greig, Member
Colleen Kelly, Member
Bill King, Member
Dawn Proudlove, Member
Jenny Taylor, Member
James Stewart, Member
Joanna Whalley, Member

(Ex-Officio: Margaret Duncan, Associate Executive Director; Gerard Bremault, Executive Director)

Executive Committee

Membership:

Ken McBain, President & Chairperson
David Morris, Vice President
Larry Plume, Treasurer



Barb Hartevelde, Secretary
(Ex-Officio: Gerard Bremault, Executive Director)

Finance Committee

Membership:

Larry Plume, Treasurer & Chairperson
Ken McBain, President
Dawn Proudlove, Member
(Ex-Officio: Gerard Bremault, Executive Director)

2. BOARD OF DIRECTORS' ANNUAL PLANNING SESSION

The Board of Directors' annual planning session in 2002 focused squarely on governance as a primary precursor and determinant of Mission and Policy. Through the planning session the Board addressed the following questions:

QUESTION 1. What governance model do we want?

ANSWER: In the direction of a policy oriented model of governance

QUESTION 2: Why are we on the Board? What are our roles?

ANSWER: To fill a specific need on the Board regarding talent and time

QUESTION 3. What are the key issues we will face?

ANSWER:

First Five Priorities (not listed in order of importance):

- Accreditation
- Develop our Vision
- By-Laws
- Board restructure
- Understanding Our Business; Client Relationship Management; Communications

QUESTION 4. How do we need to configure the Board to address these issues/priorities?

ANSWER: The Board identified initial timelines to commence activity on each priority and an individual to take on the role for each priority of chairing a working group and reporting to the board on progress against that priority. Each working group has completed preliminary discussions and will continue with their work post the 2002 Annual General Meeting (AGM). The most immediate proposal from a working group is in relation to changes to the Constitution and By-Laws which reflect the above answers to the planning session questions and are to be decided upon at the 2002 AGM.

3. ACCREDITATION

The accreditation project commenced from the 1999/2000 financial year and will affect essentially all aspects of organizational governance and operations. Accreditation is not a one-time achievement, but rather an ongoing process. The aim of the process is *continuous improvement* of programs and services to children, youth and families. Some of the key steps taken in 2001/2002 were:

- Margaret Duncan, Associate Executive Director took on ongoing responsibility for coordination and implementation of all agency accreditation efforts with and on behalf of the Executive Director.



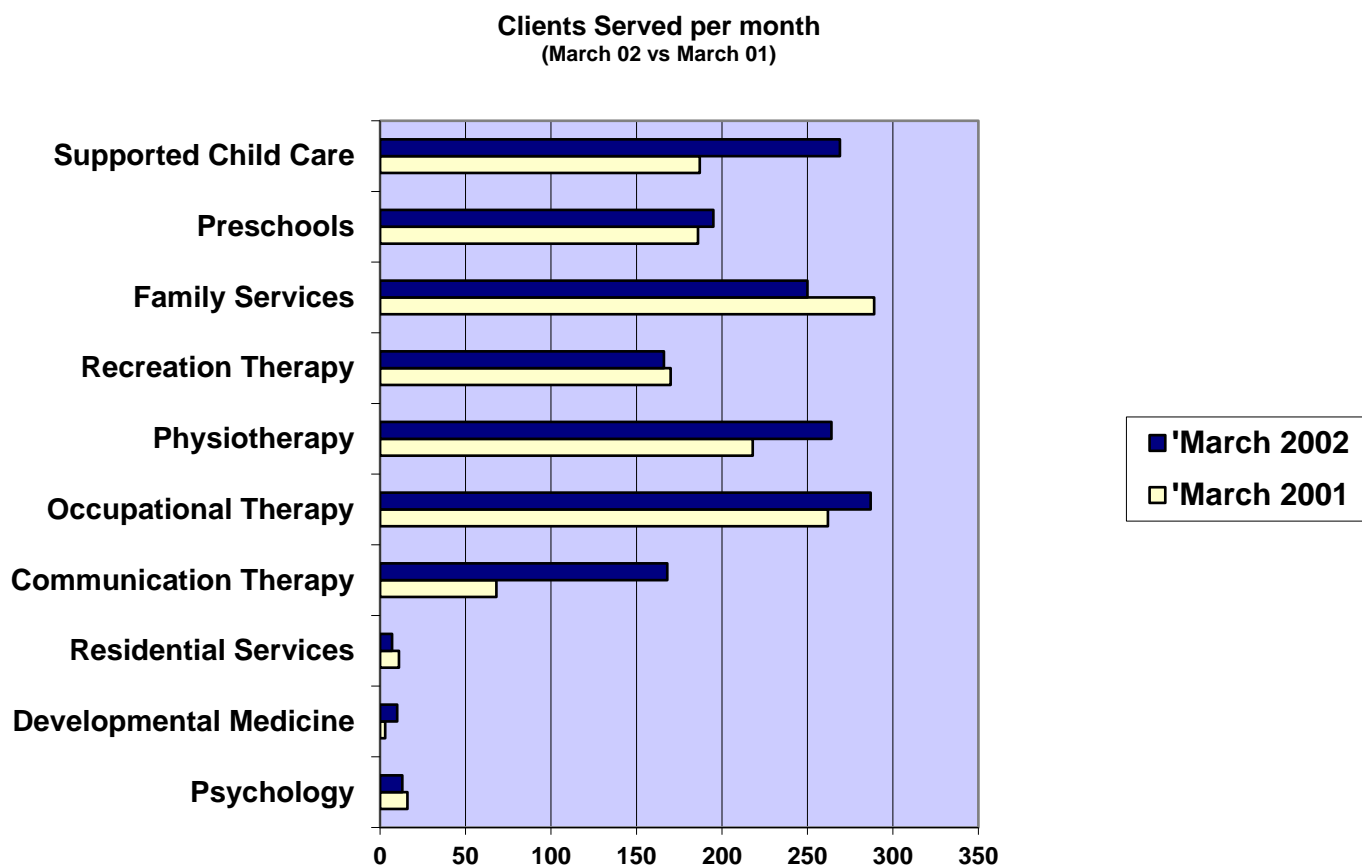
- Mavis Holm continued as our agency's Accreditation Consultant in an advisory capacity to the Associate Executive Director. Mavis is formerly of Peace Arch Community Services where she oversaw the successful accreditation of PACS under both CARF and COA as the first accredited agency in the province. She is also a CARF Accreditation Reviewer.
- CARF Medical Rehabilitation standards continued as our primary accreditation standards and the required manuals and information to implement these standards were obtained
- A Draft Human Resources Policy Manual was prepared
- All Programs and Services were thoroughly flow-charted in preparation for the development of service manuals
- Board of Directors governance has continued to be enhanced through monthly accreditation discussions, monthly training on aspects of governance, establishment of a three member accreditation working group of the board, development of a project plan and assignment of key tasks culminating in the annual planning session described above.
- A Management Information System (MIS) project team was established to assist the Executive Director in developing and implementing an integrated information system including client, financial, human resource and fundraising data. A new hardware platform has been selected and installation is nearing completion. Appropriate software solutions continue to be researched so as to satisfy outcome reporting requirements for the purposes of accreditation and key stakeholders.

IV. PROGRAMS AND SERVICES

1. NEW AND IMPROVED SERVICES:

- *New Langley site:* In May 2001 we held an open house for parents followed by a grand opening on October 23, 2001. The new site was the result of bringing together new funding from the Ministry of Children and Family Development for Langley Communication Therapy, Occupational Therapy, Physiotherapy with existing SFCDC funding and previous Fraser Valley Child Development Centre (located in Abbotsford) funding for Langley. Many thanks to Judit Spence, Acting Director of Physiotherapy and Occupational Therapy for overseeing our new Langley office!
- *Communication Therapy:* We increased the number of children served by 75% while increasing staff by 62% further to new allocations provided by the Ministry of Children and Family Development for our Langley site and Communication Therapy overall. Many thanks to Margaret Duncan, Marie Bremner and all the Communication Therapy staff for doing a fine job of recruitment in an environment in which Speech Language Therapists are in very short supply. (See Communication Therapy below for more details)
- *Supported Child Care:* We increased the number of children served by 40% in Surrey/White Rock and 57% in North Delta. (See Supported Child Care below for more details)
- *Autism Spectrum Disorder:* Extended additional services to children and families by responding and adapting to several interim/short term government initiatives including Early Intensive Behavioural Intervention (EIBI) Request for Proposals; Kindergarten Transition funding for children with Autism Spectrum Disorder; Individualized Funding Option for Children Diagnosed with Autism Spectrum Disorder Request for Proposals; and Interim Early Intensive Intervention (IEII) Funding.

2. SERVICE STATISTICS:



3. COMMUNICATION THERAPY

People Served

The Communication Therapy Department served 168 clients during the month of March 2002

73% more than the same time last year. Of these children, 88% are children with multiple needs who are seen by a team of service providers from this and other agencies. Service frequency ranged from 1 to 8 service meetings / episodes per month and each service episode ranged from 30 minutes to two hours.

Of the clients served, 52% reside in Surrey / White Rock, 40% reside in Langley and 8% reside in Delta. Service is delivered in homes, preschools, daycares or one of our three sites in Langley, Surrey or Lookout Preschool in Delta.

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 Team assessment and consultation to parents
- Parent library (books, videos, brochures)
- Communication equipment loan

Key Achievements

- Five new experienced and capable speech-language pathologists joined our staff over this year. This brought our staffing total as of March 31, 2002 to 6.3 FTE (full-time equivalents), an increase by 62% over last year.
- in April 01, the process of transferring Early Intervention therapy services for residents of Langley from the Fraser Valley Child Development Centre to South Fraser Child Development Centre began. Making this transition as smooth as possible for families with a minimal wait to resume services became a priority for this department.
- in September, 01 we opened the new Langley site of SFCDC from which we have been providing regular speech-language pathology services as well as the Hanen Parent Program.
- we had the services of Komal Khaira, a Punjabi-speaking speech-language pathologist on contract, who was able to carry out speech and language assessments in Punjabi.
- a staff member of the Communication Therapy Department, along with Supported Child Care staff of SFCDC, presented the Partnerships in Speech and Language Training Program to child care providers of Surrey.
- We increased our sign language training opportunities to two 6-session classes during this past year, with sign language instructor Kathy Bromley
- Thanks to generous support from our regional MCFD, we were able to provide staff in the Communication Therapy Department with a number of professional development opportunities. These included an online course in augmentative and alternative communication, training in management of pediatric feeding and swallowing difficulties and training in conducting “More Than Words – the Hanen Program for Children with Autism Spectrum Disorder”.

4. DEVELOPMENTAL MEDICINE

People Served

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.

Programs & Services Provided

The Developmental Pediatrician plays a key role in the multi-disciplinary assessment, management and advocacy of children with a wide range of developmental disabilities. This service includes comprehensive medical and developmental consultation in collaboration with other professionals within and outside the Centre.

- Eating Skills Team – consists of the Developmental Pediatrician, Speech Language Pathologist, Occupational Therapist and Psychologist.
 - serves children with developmental concerns whose oral- motor difficulties or aversion contribute to compromised safety and/or nutritional intake.
 - for children who require referral to Sunny Hill Health Centre for Children for videofluoroscopy, the Developmental Pediatrician provides ongoing management and follow through during this assessment.
- Developmental Pediatric Assessments.
- Joint Pediatric and Psychology Assessments, i.e.
 - Global Developmental Delay
 - Autism
 - Intellectual Disability
 - Speech and Language Delay/Disorders
- Liason with community physicians and other professionals.
- Referrals to other service providers within and outside the Centre.



Key Achievements

- Facilitated increased collaboration and communication with community Family Physicians, Pediatricians and other sub specialists.
- Collaboration and joint assessments with Surrey Memorial Hospital, Child Evaluation Clinic.
- Collaboration and joint assessments with Sunny Hill Health Centre for Children.
- Collaboration with B.C.'s Children's Hospital.
- Working towards the development of a multi-disciplinary SFDC team assessment of children with complex developmental disabilities.

5. FAMILY SERVICES

People Served

Family Services served 250 clients during the month of March 2002 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.

Programs & Services Provided

- Parenting skills - behaviour management - aggression in young children, childhood fear, household co-ordination, recreation, play & leisure counselling, activities of daily living - eating, sleeping, dressing, toilet training, hygiene
- 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, parenting workshops, 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 - provides up front support services to families and community agencies who refer, or are referred for all services at South Fraser Child Development Centre. Includes information and referrals to appropriate resources at the centre and in the community, professional social work support to families.

Key Achievements

- The implementation of centre's referral support program for client families, community agencies and professionals.
- Continued to support families through professional family support, counselling, advocacy and parent education programs on an individual basis.
- Facilitated parent support and connections through the running of support groups for mothers and fathers of children with a range of disabilities from the region.
- 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, specific resources requests and hosted the annual Summer Fair which brings together community agencies and parents to plan specialized recreational activities for their children over the summer.
- Provided specialized child minding while parents attend centre appointments.
- Continued to work towards improving accessibility to our services through the Promoting and Honouring Diversity (PHD) Committee at the centre.
- 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

People Served

Occupational Therapy served 287 children with disabilities during the month of March 2002 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.

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

Key Achievements

- Served 5% more children per month: an average of 271 per month vs 258 per month in 2001.
- 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

People Served

The physiotherapy department received 121 referrals for service between April 2001 and March 31, 2002. Physiotherapy served 264 children with disabilities during the month of March 2002 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 both 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.

Service to like agencies is also provided on request in areas such as lifting and transfers for respite workers and volunteers; general education on the needs of children with neurological and developmental disabilities and how physiotherapy supports development; a physiotherapist is also a team member for the Partnerships in PT/OT program. Professional mentorship is also available in areas of specialty for the department such as casting and splinting.

Programs & Services Provided

- Early Intervention Program - physical therapies for children from birth to nineteen years old
- In-School Support Program - consultation services to children of school age 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 aquatics; hippotherapy
- Services - developmental assessment, consultation to families and other care providers, individual therapy, developmental groups, workshops and seminars, equipment selection and loan, orthopaedic clinics, referral to other services, transition planning, individualized therapy plans,

Key Achievements

- Served 8% more children per month: an average of 279 per month vs 259 per month in 2001.
- Successful transfer of Langley families from the Fraser Valley Child Development Center to services of SFCDC Successful integration of SFCDC services into the Langley community with the opening of a satellite office in that community
- Continued success of all group programs offered by the Physiotherapy department to maximize opportunities and experiences for children and manage caseload and waitlist Successful integration of the weight training group into a community facility. 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 – department head holds the rank of Clinical Associate Professor, Westcoast college of Health Care and Okanagan University College. The department provided clinical experiences for a total of 37 UBC students for two - one day clinical education sessions and 2 five week practica.
- Second year of editorship of the Newsletter of the Paediatric Division of the Canadian Physiotherapy Association for three years - three editions now in print with a circulation of 450.
- Recognition by *Community Rehabilitation Magazine* of Rowan Kimball and Mary Ann Snell as leaders in the rehabilitation community in the area of equipment prescription.

8. PRESCHOOL PROGRAM

People Served

The centre's preschool in Surrey served 102 children monthly, 29 children with disabilities and 73 children without disabilities during the month of March 2002 and a similar number of children in each of the preceding months. Lookout Preschool located in Delta served 93 children monthly, 22 children with disabilities and 77 without disabilities during the month of March 2002 and a similar number of children in each of the preceding months.

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 in our community.

Key Achievements

- Maintained high quality delivery of integrated community-based preschool programs serving the Surrey, White Rock and Delta areas.
- Provided educational practicum placements for students.
- Hosted and delivered educational seminars for all caregivers in our community: Partnerships in Challenging Behaviour and Partnerships in Speech and Language, Signing classes etc.

9. PSYCHOLOGY

People Served

Psychology served 150 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.

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.

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.
- 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.
- Extended Kindergarten Transition services to children with diagnosed Autism Spectrum Disorder



10. RECREATION SERVICES

People Served

Recreation Services department served a total of 366 clients during the year (242 children with disabilities and 124 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 5,241.

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 – Oct-July in preparation for 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+. Each spring in preparation for 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.

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.
- Implemented a community information and referral system for referring clients to a variety of community programs such as tennis lessons, skiing, weight training, powersoccer, powerhockey, wheelchair basketball and community-based adapted swimming and adapted gym programs.
- Installation of a third Wispa ceiling lift and transfer system that greatly enhances access to the hydrotherapy pool and change rooms for clients with significant mobility challenges. Many thanks to CKNW Orphan's Fund for supporting/funding this project.

11. RESIDENTIAL SERVICES

Lower Fraser Valley Cerebral Palsy Association ceased all adult Residential Services provision in May 2002. ARCUS Community Resources commenced service provision at Newton Place from September 2001. Howe Sound Rehabilitation Services Society commenced service provision at Bear Creek Villa and Guildford Glen from May 2002.



12. SUPPORTED CHILD CARE PROGRAM

People Served

The supported child care programs served 217 children **40% more children than 2000/2001** in Surrey/White Rock and 52 children **57% more children than 2000/2001** in North Delta during the month of March 2002 and a similar number of children in each of the preceding months.

Out of the 217 children served in Surrey, White Rock 84 children **140% more children than 2000/2001** required extra support staff from the program in community child care settings.

We also provided specialist support, training and service to 64 community child care centres and their staff in Surrey/White Rock and 18 centres and their staff in North Delta.

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. Equipment and toy-loan library for the child care community.

Services:

- Partnership with parents and caregivers to determine level of extra support staff
- Individual Program Plans developed yearly
- Specialist training for child care providers
- Promote effective strategies for inclusion for all children in a program
- Support and assist parents in choosing a child care setting
- Provide resource information and referrals to other services

Key Achievements

- Developed and maintained a high quality delivery of supported child care to our communities by providing support to children, families and caregivers in the Surrey, White Rock and North Delta areas.
- Hosted and taught educational seminars
- Partnerships in Speech and Language
- Partnerships in Challenging Behaviours
- Technical Achievements:
 - Daily scheduling of 37 support teachers put on disk – for computer scheduling and tracking of programs
 - Working towards professional development needs for all staff (procedure in progress)
 - Working towards accreditation (policy and procedure manual in progress)
 - Representative staff on following project and committee's - Children First (Exploring Barriers); I.C.M. (Integrated Case Management); South Fraser Regional Child Care Council; Supported Child Care Mini Conference Committee; Lower Mainland Supported Child Care Committee



V. 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 2001/2002:

- Factoring out changes due to residential services (i.e. Newton Place moved over to their new employer in September 2001), the number of active employees grew by 24% from 120 at March 2001 to 149 active employees at March 2002.
- We created, redesigned and recruited to some key senior positions in 2001/2002:

Associate Executive Director: Margaret Duncan, MSW, RSW took on this key position from December 2001 in what is essentially a Chief Operating Officer role with acting responsibilities on behalf of the Executive Director and key responsibility for overall clinical services coordination, departmental supervision (Physiotherapy, Occupational Therapy, Communication Therapy, Psychology, Family Services including Intake & Case Management), human resources and accreditation.

Director of Finance & Administration: Kagnew Asaye, CGA commenced in this position from August 2002. In addition to the traditional Financial Management functions, this position also includes responsibility for Administrative Support Services (reassigned from the Associate Executive Director). The position merges the former Director of Finance and former Office Manager positions into one position.

Director of Physiotherapy & Occupational Therapy: Judit Spence, Director of Physiotherapy, has been acting in this position from September 2002. The position merges the Director of Occupational Therapy and Director of Physiotherapy positions into one position.

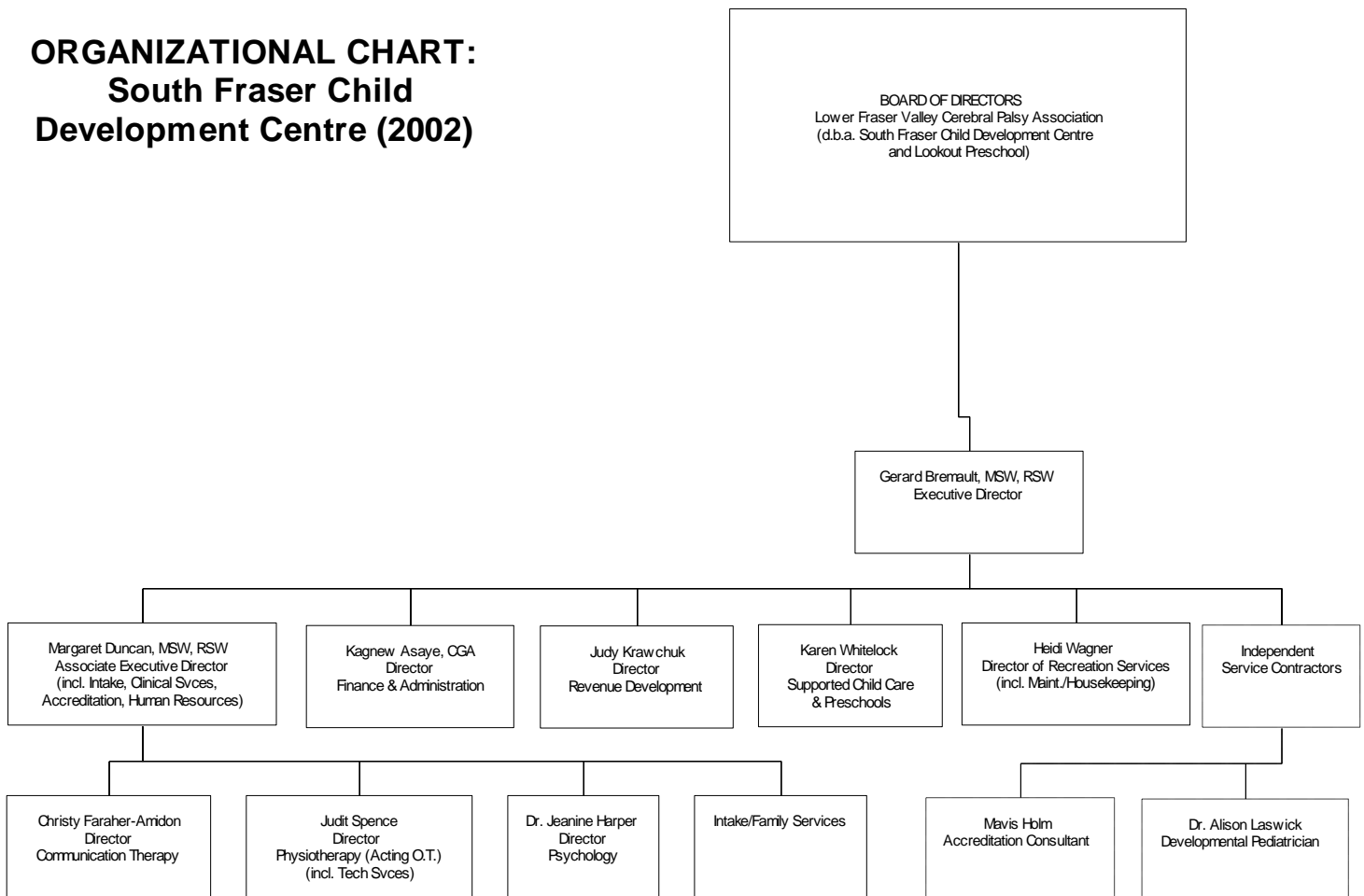
Director of Communication Therapy: Christy Faraher-Amidon was appointed to this position in September 2002. Marie Bremner, former Director, continues to provide much needed speech therapy directly to children and families after choosing to “scale down” her hours and duties after 22 plus years of valued service. (Several staff have teasingly expressed some jealousy!)



Organizational Structure

- Organizational restructuring has been undertaken to meet key needs and improve efficiency and effectiveness per the following Organizational Chart²:

ORGANIZATIONAL CHART: South Fraser Child Development Centre (2002)

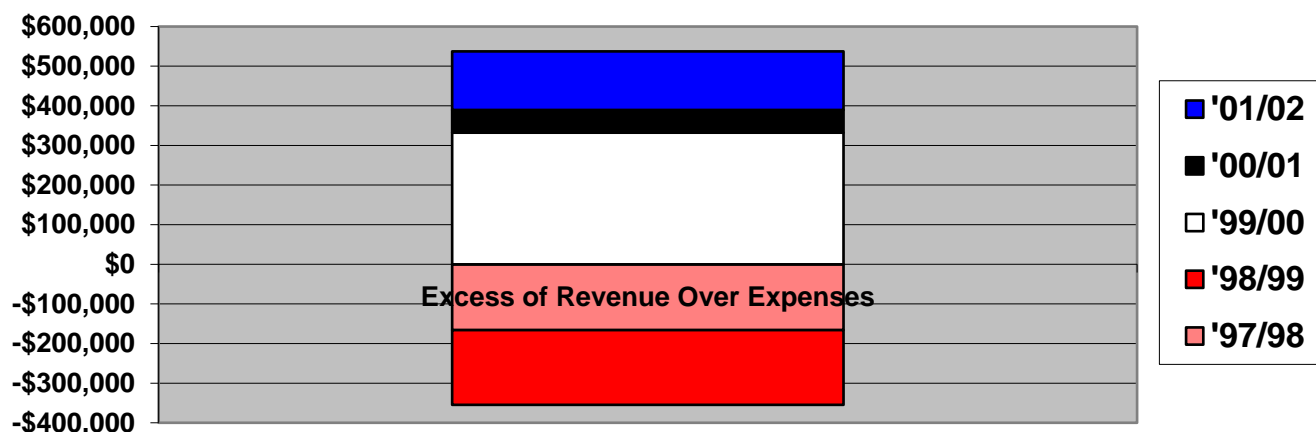


² This organization chart is dedicated to Lori Horvat, Labour Relations Officer, Health Sciences Association for her gracious and persistent requests for same!

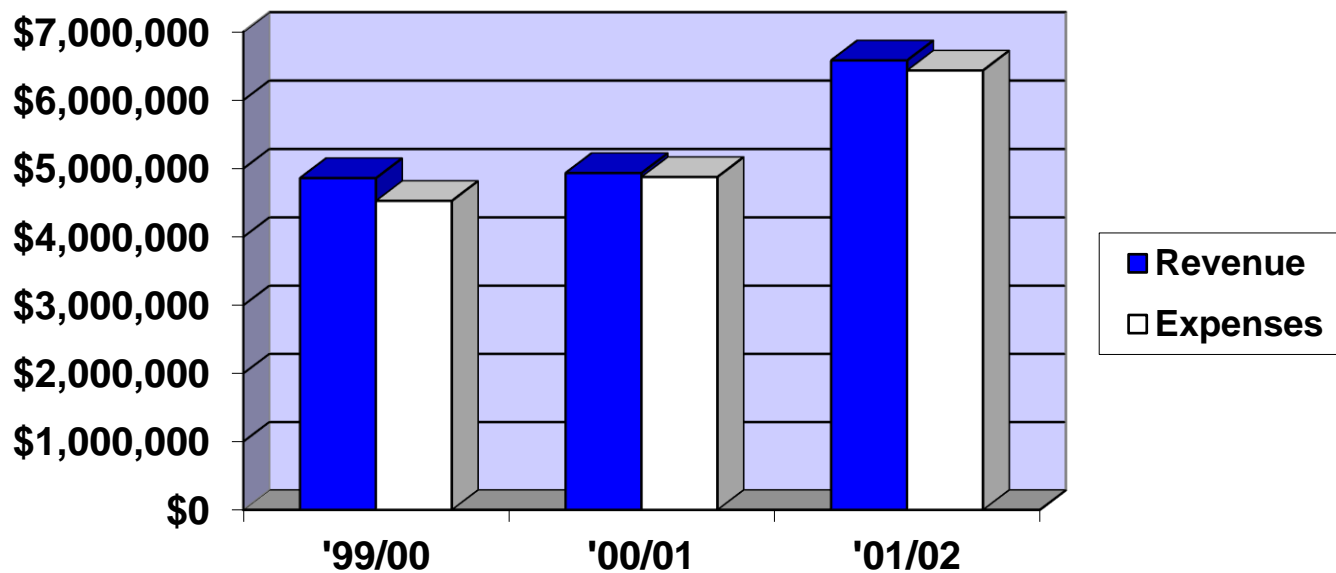
VI. MANAGEMENT OF FUNDS

Key Achievements

- Produced a third consecutive annual Excess of Revenues Over Expenses in the amount of \$147,000 for 2001/2002 thus offsetting consecutive deficits in 1997/98 and 1998/99.



- Increased revenue by 33% to \$6,583,362 in addition to a 1.5% increase last year and a 5% increase in the preceding year.



Audited Financial Statements (March 31, 2002)

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.



Financial & Administrative Services

The Finance & Administration Department played a key role in supporting the delivery of services to children and families through their coordinating efforts to reduce agency operating expenditures. In addition, they delivered essential corporate services ranging from managing client records and financial records.

VII. REVENUE DEVELOPMENT

Fundraising Cabinet

Membership:

Ian Clemens, TD Canada Trust
Roy Foster, Hi-Signs Manufacturing
David Struthers, Viacom and Two Cyberguys and a Girl
Karla Pearson, Surrey/Delta Leader
James Stewart, Hamilton Duncan Armstrong Stewart
Dave Morris, Royal Bank

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

Gala Committee

Membership:

Dave Morris, Royal Bank
Ian Clemens, TD Canada Trust
Karla Pearson, Surrey/Delta Leader
Bob Sheridan, Royal Bank
James Stewart, Hamilton Duncan Armstrong Stewart
Emily Wilson, CIBC
Alix Baziuk, Accounting
Robin Matthews, Accounting
Mary-Ann Snell, Director- Occupational Therapy
Yvonne Cartier, Supported Childcare
Gerry Anderson, Parent
Pauline Dooley, Parent
Kory Radler, Parent

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



Run, Walk and Roll Committee

Membership:

Anna Dutta, TD Commercial Banking
Lee Atwater, TD Commercial Banking
Wendy Hummel-McDonald's Restaurants of Canada Ltd.
Karla Pearson, Surrey/Delta Leader
Bill McNamara- Retired Surrey Firefighter
Rich Vigurs- North Shore Mountain Biking
Frannie Cruise-Staff
Heidi Wagner-Staff

(Staff support: Judy Krawchuk, Director of Revenue Development, Carolyn Abel-Grad, Revenue Development Coordinator, Gerard Bremault, Executive Director)

Key Achievements

- In partnership with the **Pacific International Street Rod Association** during their 30th anniversary we raffled their hand built 1928 Street Rod raising close to \$70,000 for the centre.
- A Run, Walk and Roll Committee went into full gear in January 2002 to develop the first annual Run, Walk and Roll for our Kids event at Bear Creek Park. This new initiative not only raised our profile in the community, but raised close to \$20,000 for the centre. Co-chairs **Anna Dutta & Lee Atwater** and all the Committee members are ready and set to go for the 2nd Annual Event.
- The 1st Annual "Autumn Interlude" Wine Festival presented by the **Rotary Clubs of Surrey and Guildford and hosted by Guildford Town Centre** was a great success and raised \$7,000. Their support continued in 2002 on September 14th for the 2nd Annual "Autumn Interlude".
- Our very successful 2nd Annual Gala of Hope at **Northview Golf and Country Club** raised \$33,000 for the centre and was a great success thanks to the enormous efforts of the committee members on our behalf. (Special thanks to **Ken McBain** who once again sold a large portion of the tables ensuring the Gala's success.)
- The season was "all tied up" with another new fundraising initiative - the Christmas Gift Wrap Booth at **Willowbrook Shopping Centre** through which we raised our profile in Langley and raised \$10,000.
- Golf Tournaments continue to be a big part of our revenue development and we thank **Fraser Valley/Edelweiss** (now **Prospera** – thank you **Bob Harrop!**) for their continued support of the centre and the \$23,000 raised on our behalf. **Delta Scottsdale Lions** and **TD Canada Trust** are greatly appreciated for their commitment to our centre with their tournaments this past year.
- **Surrey Metro Savings** has also graciously renewed their commitment to the centre with a three year pledge of \$8,300 per year.
- Raising the profile of the centre in our community continues to be one of our main objectives and with the support of **Karla Pearson** and the **Surrey/Delta Leader, David Struthers** of **VIACOM** and our website (www.sfcdc.bc.ca) created and maintained by **Two Cyberguys and a Girl** along with **Delta Cable Communications** and **Shaw Cable** who continue to host it, we remain front and centre throughout the community and beyond. Speaking of profile, with special thanks to **Dave Morris** and **Transcontinental Textiles** our six Clothing Banks are bright and beautiful billboards that also generate a steady stream of income for the centre throughout the year. 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.



Thanks to all the volunteers and staff members who gave of their time and energy to support many of our fundraising initiatives in 2001/2002, with a special note of thanks to **Gerry Anderson, Marie Bremner, Yvonne Cartier, Pauline Dooley, June Gray, Barb Hartevelde, Anna Lyons, Robin Matthews, Ken & Lee McBain, Dave Morris, Linda O'Donovan, Rob Petty and Roy & Dianne Newman of PISRA, Trish Van Kuyk, Heidi Wagner.**

Donors \$20,000 +

- 🏆 Ministry for Children and Families
- 🏆 Surrey Fire Fighters Charitable Society
- 🏆 South Fraser Health Region
- 🏆 PISRA (Street Rod)
- 🏆 B.C. Housing Management Commission
- 🏆 United Way of the Lower Mainland
- 🏆 Prospera Credit Union (formerly Fraser Valley Edelweiss)

Donors \$5,000 +

- 🏆 Royal Bank
- 🏆 Rotary Clubs of Guildford/Surrey
- 🏆 Surrey Metro Savings Credit Union
- 🏆 Royal Canadian Legion-Whalley
- 🏆 TD Commercial Banking
- 🏆 Guildford Town Centre
- 🏆 United Savings Credit Union
- 🏆 Delta Cedar Products
- 🏆 Willowbrook Shopping Centre
- 🏆 Delta Scottsdale Lions
- 🏆 Canada Safeway- Fleetwood
- 🏆 North Surrey Lions
- 🏆 Staff of South Fraser Child Development Centre
- 🏆 West Coast Amusements

Donors \$2,000 +

- ★ Voices of India - New Westminster Secondary School
- ★ Pythian Cerebral Palsy Committee
- ★ Borden Ladner Gervais
- ★ Credit Union Central of BC
- ★ Telus Employees Community Fund
- ★ Van Zor Grotto
- ★ Transcontinental Textiles

Donors \$1,000 +

- North Delta Dogwood Lions
- Denny's Restaurant #6960
- Shaw Communications
- Bar X Enterprises - Slim Edwards
- Fasken Martineau DuMoulin
- Cloverdale Elks Lodge #335
- LFVCPA Ladies Auxiliary 436
- Surrey Square Wheelers



- Mr. John Thomas-Delta Cable Communications
- Shaw Communications Inc.
- Newton Lions Club
- Alpin Martin Consultants
- Peace Arch Monarch Lions
- S&R Sawmills
- Atlas Sign & Awning

- CIBC Children's Miracle Foundation
- Mr. Jack Barr
- Knights of Columbus
- Pacific Customs Brokers
- White Rock Lioness
- Days Inn
- Monk McQueens Fresh Seafood & Oyster Bar

Sponsorships, Donations in Kind & Equipment

Surrey Fire Fighters Charitable Foundation
Minuteman Press
North Surrey Lions
Delta Scottsdale Lions
The Inlet Big Band
Le Chocolat Belge Daniel
RBC Foundation
Surrey/North Delta Leader
Helijet International Incorporated
Domaine de Chaberton Estate Winery
Use What You've Got Interiors
Tom Lee Music
Guildford Town Centre
Days Inn
Northview Golf and Country Club
99 Nursery & Florist
Lazy Wizard Design
Delta Cable Communications Ltd.
CFUN/CHQM
Karat Imports Ltd.
Motorola Wireless Data Group
Olympic Boat Centres
Hansen's Christmas Stuff
Canadian Tire
Phillip Chin
Artists to the Rescue

Van Zor Grotto
Canadian Tire-Scott Road
Keg Restaurant-Langley
Panago
Mainland Door Controls
CKNW Orphans Fund
VIACOM
Deborra Hope-BCTV
Trendswest Travel
Fraserway RV Rentals
Two Cyber Guys and a Girl
The Vancouver Sun Children's Fund
SHAW Communications Inc.
SpeedPro Signs - Surrey
OPTIONS: Services to Communities
Pat Calder, Caldart
Common Exchange
Cloverdale Antique Mall
Wayne Cox-BCTV
McDonald's Restaurants of Canada Ltd.
JR FM
South Asian Mothers Group
Malary's Fashion Network
Kids Art
K2 Real Estate Management
The Original Works Gallery

In memory

Irene Frederickson Memorial Fund
Mr. Barr
Estate of Mrs. Skelton
Mrs. Coutts
Mr. Veinotte

Mr. Gubeli
Mr. Carter
Mr. Scott
Mr. Ross

Special thanks to the individuals, businesses and organizations that supported and participated in our second annual Gala of Hope and the 1st Annual Autumn Interlude Wine Festival and to our many volunteers who wrapped at the Gift Wrap Centre, helped prepare for the Gala and Wine Festival.

To Benjamin Dooley our amazing ambassador and to Pauline, Terry and Matthew Dooley for sharing their family time with us.



Lower Fraser Valley Cerebral Palsy Association
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Phone: 584–1361, Fax: 583-5113

Special Acknowledgements:

Ministry for Children and Family Development Government of British Columbia



A United Way Member Agency

