



50th Annual Report

2002 – 2003



MLA Brenda Locke -Surrey/Green Timbers with Benjamin Dooley, SFCDC Ambassador, receiving his Queen's Golden Jubilee Award.

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)

I. EXECUTIVE SUMMARY:

The Lower Fraser Valley Cerebral Palsy Association achieved the following key results during the period from April 2002 to March 2003 (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 accomplished significant milestones in creating a clear and comprehensive governance system for the Association this year with the formal adoption of its new Governance Policies and complementary updates to the Association's Constitution and By-Laws.

2. Programs and Services:

The following service improvements and changes were made:

- ❖ *Clinical Service Increases:* We increased the number of children served by up to 27% in Physiotherapy, Family Services, Developmental Medicine, Communication Therapy and Psychology.
- ❖ *Dietitian:* In a first for the South Fraser Region, a part-time Dietitian joined our Eating Skills Team through the cooperative efforts of Surrey Memorial Hospital.
- ❖ *Accreditation:* We vastly improved policies and procedures in Board Governance, Clinical Services, Occupational Health & Safety and Human Resources.
- ❖ *Residential Services:* These services are no longer operated by the Association as of April 2002. 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.

3. Human Resource Management Structures & Processes:

- Kagnev 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:* Factoring out the departure of Residential Services, we increased our revenues by 7.5% from \$5.75M in the previous year to \$6.2M for 2002/2003.
- ❖ *"In the Black":* Having eliminated the cumulative deficit from preceding years, for the fourth year in a row we finished the fiscal year period with an Excess of Revenues Over Expenses. This year's amount is \$105,000 which the Board has placed in financial reserves.

David G. Morris
President, Board of Directors



Gerard Bremault, MSW, RSW
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, 2002 to March 31, 2003.

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 as a registered non-profit, charitable society in 1954, the Lower Fraser Valley Cerebral Palsy Association is governed by a volunteer Board of Directors. It operates within an annual budget in the range of approximately \$6.2M 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. ENDS STATEMENT:

The purpose of the Lower Fraser Valley Cerebral Palsy Association is to be a place where children & youth with developmental disabilities and their families can get their questions answered and their needs met in a caring environment².

3. VALUES STATEMENT:

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

- All children and youth with developmental 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, foster integration of children with disabilities into the community, 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.

² This revised “Mission” statement was adopted December 18, 2002 by the Board of Directors. The use of the term “Ends” statement reflects the Board’s formal adoption of a Carver model of governance and an associated set of board governance policies from that same date forward.



4. PERSONS SERVED AND OUTCOME AREAS:

The following persons served³ and outcome areas are central to our business:

Children and youth with disabilities (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

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

Other service providers to the persons we serve

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.

³ The use of the term “Persons served” reflects the Association’s adoption of CARF Medical Rehabilitation standards. See the section on Accreditation for further information.



III. ORGANIZATIONAL GOVERNANCE & MISSION AND POLICY PRIORITIES

1. BOARD OF DIRECTORS

David G. Morris, President
James Stewart, Vice President
Roy Foster, Treasurer
Joanna Whalley, Co-Secretary
Bill King, Co-Secretary
Barb Hartevelde, Member
Pat Greig, Member
Colleen Kelly, Member

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

Please note that due to the implementation of new Board Governance Policies & updated By-Laws reducing the number of Board members, the previous Executive and Finance Committees of the Board have been eliminated as unnecessary. The Board as a whole now addresses the matters previously dealt with by these past committees. Working groups are established on a finite, as needed basis. The Board has significantly improved its efficiency due to the clarity of its new governance model.

2. BOARD OF DIRECTORS' GOVERNANCE POLICIES

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 completed their work post the 2002 Annual General Meeting (AGM).

Further to the above, on December 18, 2002 the Board of Directors adopted an extensive set of governance policies derived from John Carver and titled "Board of Directors Governance Policies, Lower Fraser Valley Cerebral Palsy Association". The new Governance Policies incorporate the Board's 2002 Planning and that of its working groups. Key features of the new Governance Policies are as follows:



- A Focus on whole of Board Governance authority and responsibility
- Board Governance exercised through Policy
- Clear Board and Board Officer Roles
- Board Governance is clearly distinguished from Executive Management
- The Chief Executive Role and its relationship to the Board is clearly defined

In addition, at the September 2002 AGM, special resolutions reflecting these governance initiatives were passed and subsequently adopted by the Registrar of Companies for British Columbia to improve the clarity and functionality of the Constitution and By-Laws.

The Board as a whole is to be commended for its success in greatly improving the clarity of its Ends, Governance Process and Roles and Responsibilities. It achieved a significant milestone in 2002/2003 for the greater good of the Association and those whom it serves. Much thanks is owed to Colleen Kelly, Pat Greig, Joanna Whalley and Bill King for their persistent efforts at the Board's request to continuously bring forward means to accomplish this outcome in such a timely fashion.

3. ACCREDITATION

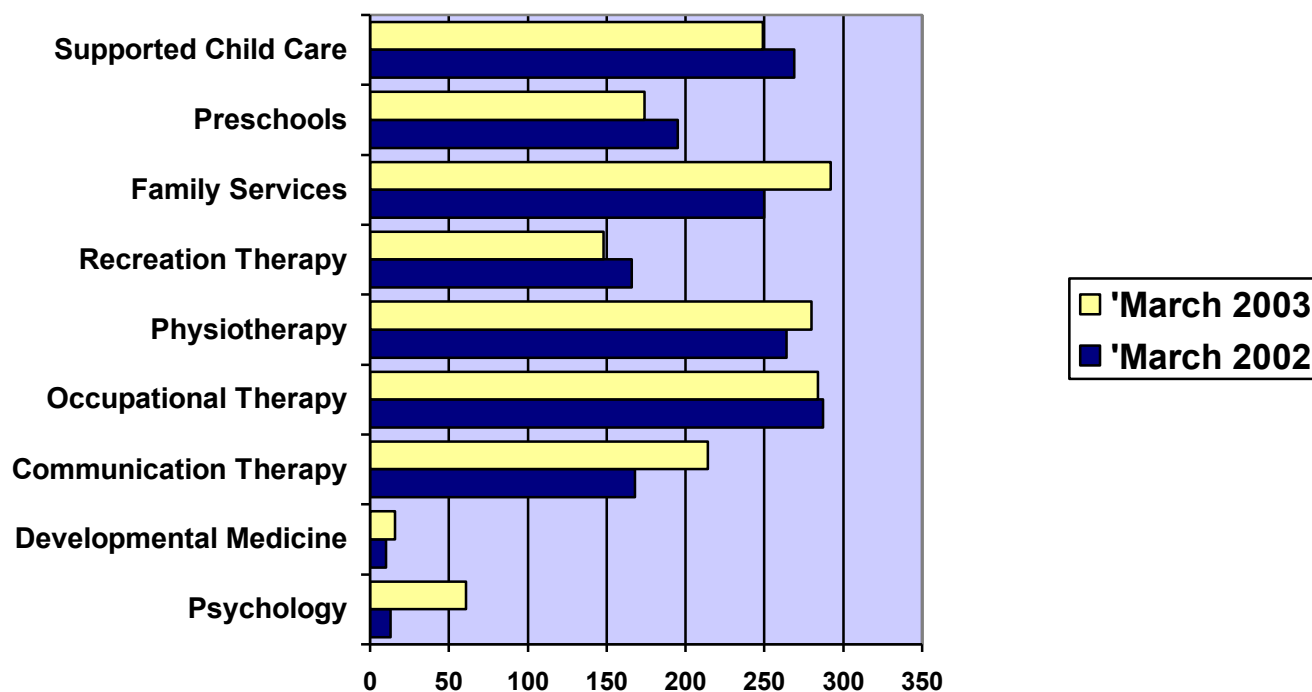
The accreditation project commenced from the 1999/2000 financial year and will affect essentially all aspects of organizational governance and operations. Accreditation is not a one-time achievement, but rather an ongoing process. The aim of the process is *continuous improvement* of programs and services to children, youth and families. Some of the key achievements in 2002/2003 were:

- **Occupational Health & Safety** procedures have been significantly revised in compliance with WCB requirements. Processes for the Occupational Health & Safety Committee have been clarified, meeting frequency increased to monthly, an inspection schedule implemented, issues prioritized and clear role assignments made. As a result, significant improvements have been made to Heating, Ventilation and Air Conditioning systems; pool and chemical handling procedures have been updated; safety procedures have been updated. In addition, staff training has occurred on fundamental health and safety topics such as Universal Precautions and Back Injury Prevention.
- **Human Resources Policy Manual** has been completed and is ready for implementation. The manual has been reviewed with the Health Sciences Association and Senior Staff.
- **Clinical Services Policy Manual** has been completed and is ready for implementation. In addition, ongoing clinical file reviews have commenced and additional administrative resources have been devoted to supporting this activity.
- **Board of Directors Governance Policy Manual** has been completed and implemented from December 18, 2002. The Board has adopted a Carver model of board governance with clear identification of board member roles, executive director roles and the relationship between them.

IV. PROGRAMS AND SERVICES

1. SERVICE STATISTICS:

**Clients Served per month
(March 03 vs March 02)**



In light of the 75% increase in Communication Therapy from 2000/2001 to 2001/2002, it is significant that a further 27% increase in clients served was achieved for the comparable March period.

The near tripling of client service in Psychology is largely owed to a restructuring of Behavioural Support services from Family Services into the Psychology Department. Remarkably, despite this “swap” from Family Services, the Family Services Department figures are 16% higher for the March 2002/2003 period. This is a credit to both the Family Services and Psychology teams.

There have also been increases in the numbers of children served through Developmental Medicine, which includes the addition of Dietitian services, and Physiotherapy.

Modest declines in Preschools, Supported Child Care and Recreation Services partially reflect staff absences (Recreation Services - Maternity leave), improved child/staff ratios (Lookout Preschool), and reduced one-time special funding (Supported Child Care).



2. COMMUNICATION THERAPY

People Served

The Communication Therapy Department served 214 clients during the month of March 2003 27% more than the same time last year. Of these children, 90% 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, 38% reside in Langley and 10% reside in Delta. This represents a 2% decline in Langley and a 2% increase in Delta over last year. Service is delivered in homes, preschools, daycare centres or at one of our three sites in Langley, Surrey or Lookout Preschool in Delta.

Programs & Services Provided

- Assessment of children's communication skills
- Individual therapy sessions
- Information on learning and using alternative communication methods with children, such as picture boards or speech output devices
- Manufacture of custom visual language supports for communication
- Communication equipment loan (single message voice output switches, multi message communication aids)
- Individual sessions to teach parents, baby-sitters, siblings, etc. how to help their child develop communication
- Courses for parents to learn skills for helping their child, including the Hanen Parent Programs
- Group sessions for parents and their children, including Songs and Rhymes Program
- Courses on learning and using sign language with children
- Eating Skills Team assessment and consultation to parents
- Parent loan library (children's books, parenting books, videos, brochures)

Key Achievements

- *A New Director* joined the Department in September, 2003 which became fully staffed with a compliment of 6.9 FTE
- *The Department's first Speech-Language Assistant* was welcomed in December, 2003 on a temporary basis and has provided top quality customized visual language communication supports for children served, assisted with delivery of parent training programs, and assisted with delivery of direct intervention to children served
- *Parent Workshops* were increased to a total of three Hanen parent-training workshops: one in Langley ("It Takes Two To Talk") and two in Surrey ("It Takes Two To Talk" and "More Than Words"). For the first time the Hanen "More Than Words" parent-training program for parents of children on the Autism Spectrum was offered to 8 families who all indicated a very high satisfaction rating averaging 4.6 on a five point scale. A basic sign language course was offered with 12/13 respondents indicating that they were better able to communicate via sign language with their child/children following completion of the course.
- *Nurturing Best Practice:* The Annual Conference of the Canadian Association of Speech-Language Pathologists and Audiologists in Victoria in May 2003 enabled staff to bring practice updates to our centre. 75% of our department staff attended.
- *Regional Coordinated Referral:* The Department participated in the initiation of a Regional Coordinated Referral process among preschool speech-language service providers in Delta, Surrey/White Rock and Langley providing families a single point of entry for referrals and seamless service throughout their child's preschool years.
- *New Assessment & Treatment Tools:* Capacity was expanded to meet the needs of children on the Autism Spectrum with the acquisition of state of the art assessment and treatment planning tools and staff training to use them.



3. 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

- *Increased Medical Collaboration:* 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 and with Sunny Hill Health Centre for Children; Collaboration with B.C.'s Children's Hospital.
- *Multi-disciplinary assessment:* Working towards the development of a multi-disciplinary SFCDC team assessment of children with complex developmental disabilities.
- *New Dietitian Services:* Instrumental in attaining Pediatric Dietician services for South Fraser Child Development Centre to compliment the Eating Skills Team.
- *Autism Diagnosis:* Provided consultation to the Fraser Health Authority regarding service delivery design for Autism diagnosis for children ages 0-6 in the Fraser Health Region.
- *Vision Consults:* Instrumental in attaining Dr. Carey Matsuba, Developmental Pediatrician, Visually Impaired Program, BC Children's Hospital, to provide consultative services at South Fraser Child Development Centre for children with visual impairment
- *Neurological Assessments:* Negotiating with a Pediatric Neurologist to provide consultative services at South Fraser CDC to children already seen by the Developmental Pediatrician who require further neurological assessment.

4. FAMILY SERVICES

People Served

Family Services served 292 families and their children during the month of March 2003 and a similar number in each of the preceding months. This includes 81 children and families served by integrated case management screening and intake services, 50 families receiving one on one short term family service (advocacy, short term counseling, linking with financial resources, etc), 25 families participating in support groups, 136 families receiving family resource information. Each person served received 1 - 10 service meetings or contacts per month and each service meeting or contact ranged from 15 minutes to two hours, depending on need



Programs & Services Provided

- Integrated case management services in cooperation with other service providers to eliminate duplication of effort and streamline rehabilitation processes and services for children and families.
- Information and referral services to families and community agencies who refer, or are referred for services. Includes information and referrals to appropriate resources at the Centre, linkages with services in the community and professional social work support to families as appropriate.
- Short term counseling and support for family members of children with special needs.
- Facilitation of parent, caregiver support groups for mothers, South Asian mothers (spring 2002), fathers, parents, caregivers of teens approaching adulthood.
- Family resources - resource and education information including the summer information fair. Resource information includes housing, respite, parenting workshops, parent library, family links, family fundraising information guide for equipment or renovations, information on recreation and summer camp opportunities, advocacy, support and self help groups and more.
- Advocacy and support - helping families negotiate and work toward solutions to receive the services they require and connecting them with self help support and advocacy groups. This may involve staff writing letters of support for specialized equipment funds, etc.

Key Achievements

- *Integrated Case Management:* Reviewed overall coordination of clinical services, developed and began to implement a system of integrated case management to improve service delivery for children and families receiving services from Infant Development Programs, Supported Child Care Programs and other external service providers. This is resulting in less time spent by families in unnecessarily repetitive meetings and better utilization of limited resources among and between service providers in our community. Staff attended Integrated Case Management training provided by a Professor of Social Work from the University of Victoria.
- *Self-Help Supports:* Began development of self help support to be hosted at the Centre to expand our capacity to link families with families, children and youth with other children and youth for mutual support.
- *Referral Support:* Provided referral support for children and families, community agencies and professionals.
- *Family Support:* Continued to work with families through professional family support, counselling, advocacy and parent education programs. Facilitated parent support and connections through the running of groups for mothers and fathers of children with a range of disabilities from the region. 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.

- *Summer Respite:* The summer respite program once again received a grant from Human Resources Development Canada to provide four post secondary students summer employment by providing respite for families served. (This program was transferred to Psychology.)
- *Culturally Responsive Services:* Developed a Family Services Worker position for a staff person who speaks Punjabi to better serve the large South Asian population in our community. Hiring to occur summer 2003 in preparation for provision of support group(s), improved communication in orientation, family service planning and overall coordination of clinical programs for and with families and children. Development of this position improves provision of service to South Asian children and families while at the same time improving our utilization of available service dollars by greatly reducing the need to access contracted interpretation services. Contracted with the Fraser Health Region for interpretation services to better utilize our available interpretation dollars.
- *Childminding* services were re-assigned to Preschools and Supported Child Care for improved coordination and backup of services. Childminding provides specialized child minding while parents attend family service plan meetings and other Centre appointments.
- *Coordination with Psychology Services:* Services most closely associated with behavioural support and the summer respite program were re-assigned to Psychology for better service coordination. Psychologists assess and write behavioural programs and specialized staff work with families and children to implement them in family homes and other settings. These same staff coordinate the work of summer respite students hired to go into homes and care for children and youth in the summer months, making use of the behavioural support expertise in this department.

5. OCCUPATIONAL THERAPY

People Served

Occupational Therapy served 282 children with disabilities during the month of March 2003 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.

The Occupational Therapy staff also actively support the training of future Occupational Therapists through supervision of clinical practica for third and fourth year students from affiliated universities in Canada and abroad.

Programs & Services Provided

- Early Intervention Program (services for children from birth to school entry)
- In-school Support Program (services for children who have entered public schools in Surrey, Delta and Langley)
- Dedicated consultation time to Infant Development Programs in Surrey and Langley and Supported Childcare Programs in Surrey, Langley and North Delta
- 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, Transition planning

Key Achievements

- *Maintained Service Levels:* Continued to meet the occupational therapy needs of children and families served by the centre within the financial constrictions of the past year.
- *Upgraded Children's Computers.*

- *New Service Models:* Development of new service delivery models to meet specific needs such as a Power Mobility Camp for children to learn to use their head controls for wheelchair driving. A joint program between OT and PT
- *Delivered Seminars:* Development of seminar topics by OT staff and presented to staff and community groups. Topics included: The Motivational Assessment Scale; Fingerworks –a fine motor program for school-age children;
- *Interdisciplinary Program:* Involvement in development of Teen Transitions Group
- *Clinical education opportunities* for 2 Occupational Therapy students for 2-7 week practica



6. PHYSIOTHERAPY

People Served

The physiotherapy department received 121 referrals for service between April 2002 and March 31, 2003. Physiotherapy served 280 children with disabilities during the month of March 2003 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/training 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; Professional mentorship is also available in areas of speciality for the department such as casting and splinting.

The Physiotherapy staff also actively support the training of future Physiotherapists through supervision of clinical practica for fourth year students from affiliated universities in Canada and abroad.

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; hippotherapy (therapeutic horseback riding)
- 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

- *Continued Langley site success* of SFCDC services at the new Glover Road location.
- *Group Programs:* 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.
- *Casting & Splinting:* Successful regionalization of the casting, splinting service to serve families from other agencies in the South Fraser region.
- *Education Initiatives* - 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.
- *National Professional Association:* Completed the third year of editorship of the Newsletter of the Paediatric Division of the Canadian Physiotherapy Association - circulation of 450; Department Head was involved as co-convenor in the organization of the 3rd Pediatric Physiotherapy Symposium in November 2002 with a member of staff as a featured speaker.



7. TECHNICAL SERVICES

The Technical Services Department is an integral part of the support services available to children and families. The two technicians work closely with the physiotherapy and occupational therapy staff to adapt and create equipment that will meet the individual needs of children.

Programs & Services Provided

- modification of commercially purchased equipment to better meet the needs of the child designing and building specialized equipment that is not available commercially
- modification of battery operated toys for switch access
- assisting therapists to solve mounting and access issues for power mobility, augmentative communication and technology use.
- maintenance of equipment in the loan program to ensure safety and functionality
- assist the agency to provide and maintain a safe, efficient work environment

Key Achievements

- *Postural Support:* meeting the very specific individual needs of a child in the areas of postural support and promotion of physical development as well as providing equipment, which eases the burden of care for families and other caregivers (bath lounges, potty chairs, add on mobility base for commercial commode, bath benches with postural support)
- *Enabling access* to all of the child's environments through the use of equipment (standing frames, floor seats, postural support inserts for high chairs and strollers, adjustable height tables,)
- *Participation* in physical activities that were previously impossible, such as riding a bike (foot supports to full postural support systems)

- *Adaptation of equipment* including toys and computer access to support the fine motor, cognitive and communication development of children who have significant difficulty using their hands for play (mounting of switches for communication devices, key guards for computers, adapting batter operated toys for interface with large touch switches); scaling down adult designs that are not available in paediatric sizes
- *Research and Development of equipment* to meet the unique and complex needs of individual children. This time and the expenditure of materials is never charged to the family. For a child with complex postural needs and functional limitations it is not unusual for the technicians to spend 20 or more hours working on prototype ideas before a final design that works for the child is achieved.

8. PRESCHOOL PROGRAM



People Served

The centre's preschool in Surrey served 92 children monthly, 23 children with disabilities and 69 children without disabilities during the month of March 2003 and a similar number of children in each of the preceding months. Lookout Preschool located in Delta served 82 children monthly, 19 children with disabilities and 63 without disabilities during the month of March 2003 and a similar number of children in each of the preceding months.

Programs & Services Provided

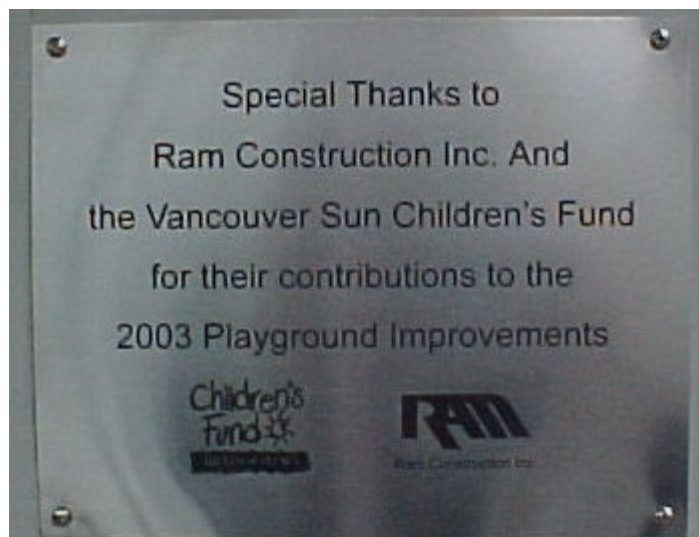
- The preschool programs are integrated community based programs serving children from 30 months to five years of age in Surrey, White Rock, and Delta areas.
- Fostering social emotional, intellectual and

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

- *Preschool:* Maintained high quality delivery of integrated community-based preschool programs serving the Surrey, White Rock and Delta areas.
- *Student Placements:* Provided educational practicum placements for students.
- *Seminars:* 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

- *Maintained Service Levels:* 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
- *Small Groups:* Provided small group sessions to parents in the evenings around children of similar ages and problems to partially address increasing demand for services
- *Workshops:* Provided general education workshops (e.g. regarding behaviour plans)
- *Program Development:* Provided Program Development Consultation for child care staff
- *Consultation:* Consulted to child care centres on individual case situations
- *Collaboration:* 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.
- *Eating Skills:* Continued to participate as an active member of the eating skills team.
- *Assessments:* Provided psycho-educational assessments for educational placement planning for children with special needs entering Kindergarten.
- *Autism Services:* Extended Kindergarten Transition services to children with diagnosed Autism Spectrum Disorder

10. RECREATION SERVICES

People Served

Recreation Services department served a total of 352 clients during the year (221 children with disabilities and 131 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 5,133.

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 Disability Games competition.
- Track and Field - for clients aged 10+. Each spring in preparation for BC Disability Games competition.
- 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

- BC Disability Games:* Thirty athletes from the centre's swim, track and field and race runner teams competed in the BC Disability Games in Abbotsford in July of 2002.
- Maintained Services Levels:* Maintained a quality level of service throughout the department even though staff shortages due to a maternity leave and a long term disability leave.
- Information and Referral:* Operated 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.

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 191 children in Surrey/White Rock and 58 in North Delta during the month of March 2003 and a similar number of children in each of the preceding months. The decline versus the previous year was largely due to the loss of one-time additional funding to serve additional children in March.

We also provided specialist support, training and service to 85 community child care centres and their staff in Surrey/White Rock and 16 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



- *Maintained High Service Quality:* Acknowledged by survey of families as providing highly satisfactory services to children, families and caregivers in the Surrey, White Rock and North Delta areas.
- *Seminars:* Hosted and taught educational seminars including Partnerships in Occupational Therapy, Physiotherapy, Partnerships in Challenging Behaviours (four separate series of sessions); Supported Child Care Mini Conference (joint sponsored); Train the trainer Inclusive Child Care
- *Technical Achievements:* Annual staff evaluations; Annual evaluation of family satisfaction; Policy and procedure manual in progress
- *Professional Involvement:* Representative staff on following project and committee's – Make Children First; I.C.M. (Integrated Case Management); South Fraser Regional Child Care Council; Supported Child Care Mini Conference Committee; Lower Mainland Supported Child Care Committee; Child and Youth 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 2002/2003:

- Factoring out changes due to residential services the number of active employees remained relatively stable at 140 active employees at March 2003.
- We created, redesigned and recruited to some key senior positions in 2002/2003:



Director of Finance & Administration:

Kagnev 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!)

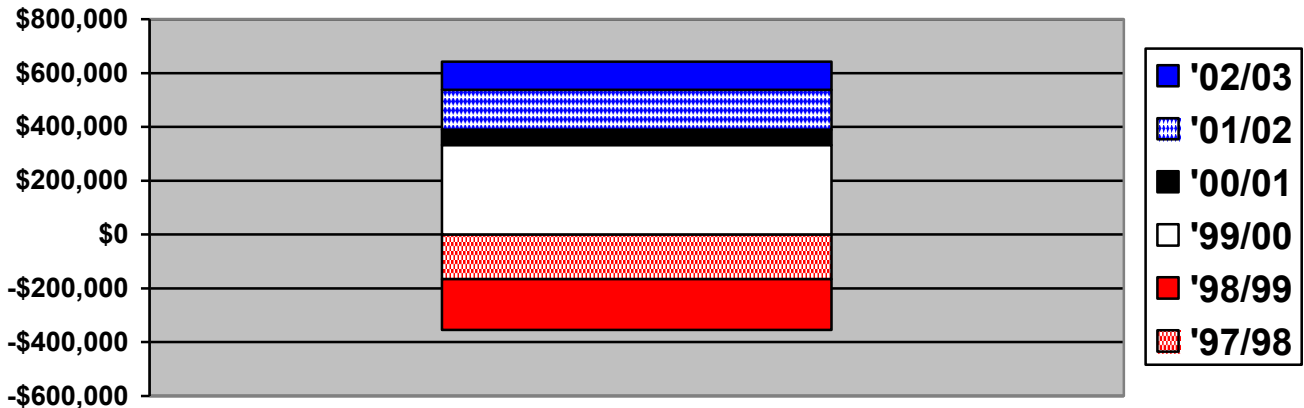


Overall, the organization structure remains as per the 2001/2002 Annual Report.

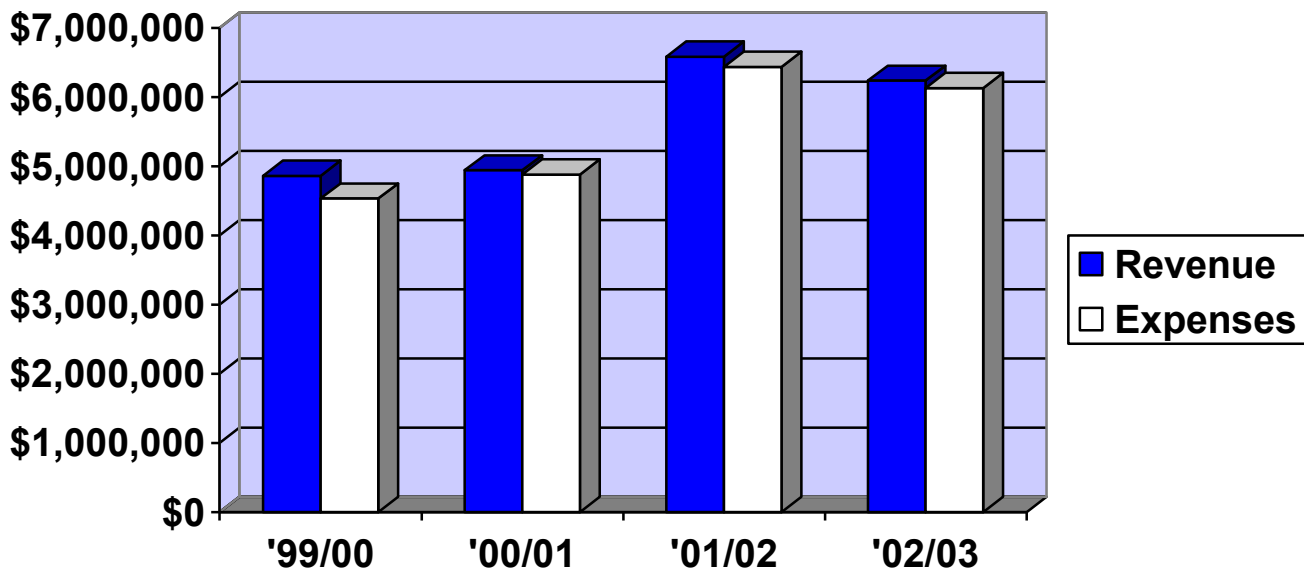
VI. MANAGEMENT OF FUNDS

Key Achievements

- Produced a fourth consecutive annual **Excess of Revenues Over Expenses** in the amount of \$105,000 for 2002/2003 thus offsetting consecutive deficits in 1997/98 and 1998/99.



- Overall revenues (and expenses) declined approximately 5% vs 2001/2002 due to the final devolution of Residential Services in April/May 2002 to new service providers. Factoring out Residential Services, revenues were increased by 7.5% to \$6.2M. This is in addition to previous overall increases of 33%, 1.5% and 5% for 2001/2002, 2000/2001 and 1999/2000 respectively.



Audited Financial Statements (March 31, 2003)

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 including the management of clinical records, financial records and communication systems including computer systems, technical support and training.

VII. REVENUE DEVELOPMENT

Gala Committee

Membership:

Karla Pearson, Surrey/Delta Leader
Bob Sheridan, Royal Bank
Ron Gipps, Royal Bank
James Stewart, Hamilton Duncan Armstrong Stewart
Emily Wilson, CIBC
Yvonne Cartier, Supported Childcare
Dorothy MacLeod-TD Canada Trust
Pauline Dooley, Parent
Mary-Jo Johnston-Guildford Town Centre

(Staff Support: Judy Krawchuk, Director of Revenue Development; Chris Burt-McEvoy & Robin Matthews, Accounting; 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
John Murphy-Surrey Firefighter
Heidi Wagner-Staff

(Staff support: Judy Krawchuk, Director of Revenue Development, ; Chris Burt-McEvoy & Robin Matthews, Accounting; Gerard Bremault, Executive Director)



Key Achievements

- **Car Raffle:** Sourced a 1968 Firebird Convertible to raffle raising \$22,000 for the center.
- **Run, Walk and Roll for our Kids:** Our Committee went into full gear in December 2002 to develop the 2nd Annual Run, Walk and Roll for our Kids event at Bear Creek Park. 212 participants ran, walked or rolled to help raise \$20,000. All committee members from 2003 have signed on and are ready for the 3rd Annual Event in May 2004.
- **Autumn Interlude:** The 2nd 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 \$7,500.00. The 3rd Annual Event will be October 4th, 2003 at Guildford Town Centre.
- **Gala of Hope:** Our very successful 3rd Annual “Gala of Hope” raised \$37,000 thanks to the efforts of our committee and Ken McBain who sold a large number of the tables once again this year. New this year was a Champagne Reception and a very touching presentation the “Rainbow of Hope” story from one of our client families.
- **Golf Tournaments:** “Fore” golf tournaments were held in support of South Fraser Child Development Centre. Thank you to Prospera Credit Union and Bob Harrop for the \$22,000 raised at their event. Both the Delta Scottsdale Lions and the North Surrey Lions hosted a tournament on our behalf as well as TD Canada Trust.
- **Santa Breakfast:** The 2nd Annual “Santa Breakfast” at Guildford Town Centre helped raise the centre’s profile and \$1,200 for the centre.
- **Gift Wrapping:** The 2nd “Gift Wrap Program” at Willowbrook Shopping Centre raised \$10,000 for the center and the centre’s profile in Langley was given a boost.
- **Family Christmas Party:** New this year was the Family Christmas Party at The Roadhouse Eatery in White Rock. Families from South Fraser Child Development Centre were treated to a turkey dinner with all the trimmings. Children had a visit with Santa and received a wonderful gift thanks to Santa and the Peace Arch Rotary Club. Thank you to Handi-Dart, our craft volunteers, Holli and Amy and Surrey Firefighter Lorne West and his wife who assisted in the kitchen.
- **A Golden Jubilee Anniversary Tea** was hosted to bring together as many of the founding individuals as possible so they could interviewed. Each of these individuals has a unique story to tell and we wanted to ensure these stories were captured and included in an Anniversary Book celebrating 50 years of continuous service to children with special needs and their families.
- **Involvement in Awards & Professional Development:** Judy assisted with the 1st Annual LEADER Awards, is on the Surrey Business Excellence Awards Committee and is the Chair for the Fraser Valley Chapter of the Association for Fundraising Professionals.
- **WONDERFUL SUPPORT!** Thank you to all the volunteers and staff who generously gave of their time and energy to support our fundraising efforts over the past year. A special thank you to: Yvonne Cartier, Anna Lyons, Pauline Dooley, Barb and Harry Hartevelde, Carolyn Maynes, Robin Matthews, Linda O’Donovan, Christy Faraher-Amidon, Art Newsham, Frannie Cruise, Heidi Wagner and Chris Burt McEvoy.



1st Annual Run, Walk & Roll for our Kids!
Fundraiser to benefit
South Fraser Child Development Centre
2k Walk/Roll 5k Walk/Run 10k Walk/Run
It's a family event with something for everyone!

Run, Walk or Roll, collect pledges, have fun,
and make a difference that matters to children
with special needs and their families.
Enter as an individual, a family or
a corporate team.
Join us for an event where athletes of all abilities
can reach their personal goals!

Join us for post event
refreshments, fun
and great prizes!

Sunday
June 9th, 2002
10:00a.m.
Bear Creek Park
Surrey, BC



PLANNED GIVING – *DORIS SKELTON* - \$45,000

GOLD DONORS \$20,000 +



Ministry Of Children and Family Development



United Way of the Lower Mainland



Surrey Fire Fighters Charitable Society



Prospera Credit Union



The Leader



Fraser Health Authority





Donors \$10,000+

- ❖ Lower Fraser Valley Cerebral Palsy Association Ladies Auxiliary –Term Deposit
- ❖ Canada Safeway Fleetwood “Caring Hearts” Campaign

Donors \$5,000 +

🏆 Rotary Clubs of Guildford/Surrey



🏆 Royal Canadian Legion-Whalley



🏆 TD Commercial Banking



Surrey Metro Savings Credit Union



🏆 Delta Scottsdale Lions



🏆 North Surrey Lions

🏆 Staff of South Fraser Child Development Centre

🏆 Vancouver Sun Children’s Fund

🏆 Transcontinental Textiles

Donors \$2,000 +

- | | |
|---|----------------------------|
| ★ Voices of India - New Westminster Secondary School | ★ Surrey Square Wheelers |
| ★ Telus Community Connections | ★ Van Zor Grotto |
| ★ McDonald’s Restaurants of Canada Ltd. | ★ Darren Bell |
| ★ Cloverdale Elks | ★ Karpiuk’s Taekwondo Ltd. |
| ★ Vancouver Foundation-Frederickson | |
| ★ Bentall Retail Services-Willowbrook Shopping Centre | |
| ★ Mr. John Thomas/Delta Cable Communications & Shaw Communications Ltd. | |

Donors \$1,000 +

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- Credential Group/Ethical Funds
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- Pythian Cerebral Palsy
- Ladies Auxiliary #229
- White Rock Lioness Club
- Newton Lions Club
- Holdgate Holdings
- Shaw Communications
- Cobra Electric
- Guildford Town Centre
- Ridgewood Development Corp.
- Big Ridge Brewing Company
- Big 6 Break Opens
- Verne Gatzke
- Marpole Richmond Sportsmen
- Van Zor Grotto
- John Thomas – Delta Cable
- Monk McQueens Fresh Seafood & Oyster Bar

Sponsorships, Donations in Kind & Equipment

Run, Walk and Roll for our Kids Sponsors:



Gold Sponsors



Silver/Silver Sponsor



Friends of the Centre



The Leader, McDonald's Restaurant of Canada Ltd., TD Canada Trust, North Surrey Lions, Delves Freer Anderson Raniga, CJP Architects, West Central Forest Products, Westwood Estates, Mr. Mitch Gardner, Dr. Elgin Duke Inc., The Janitor Room Supply House, The Days Hotel, Fast Track Floors Ltd., Bow-Wow Parts of BC Ltd., Canadian Rubber and Steel Ltd., Murchison Thomson & Clark, Atkinson and Terry Insurance, Hooker, Umlah Craig Lum, Premier Freight Systems, Sohi Bros. Enterprises, Willow Park Ventures, Tek Truck Services, Atlas Sign and Awning., Vanco Electrical Supplies.

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 Pat Calder- Caldart
 Lazy Wizard Design
 BC Hothouse
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 Canadian Springs
 Chris Coburn-JRfm
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 Fraserway RV Rentals
 Speedpro Signs-Surrey
 Cloverdale Antique Mall
 The LEADER
 Hawthorne Mountain Vineyards
 Metro Mobil Radio Sales
 South Asian Mother's Group

South Fraser Child Development Centre
 is a children's rehabilitation facility operated by the Lower Fraser Valley Cerebral Palsy Association. It has been providing services to children with special needs and their families for over 48 years. The Centre is proud to provide services to over 1700 children from Delta, Surrey, White Rock and Langley. Children from birth to 19 years of age are eligible for services through the Centre. These services are available in the home, in the community, in schools or at either the Surrey or Langley offices.

South Fraser Child Development Centre
 9428 - 54th Street, Surrey, BC V3V 5M6
 Phone 604-586-1361 Fax 604-586-5115
 Visit our website at www.afdc.bc.ca
 Email address info@afdc.com



In memory

- Mr Nick Gubelli
- Van Zor Grotto members

Special thanks to the individuals, businesses and organizations that supported our 2nd Annual “Run, Walk and Roll for our Kids” event, 3rd Annual “Gala of Hope”, 2nd Annual “Autumn Interlude” Wine Festival and to the many volunteers who sold raffle tickets on the ‘68 Firebird, wrapped gifts at the Gift Wrap Centre and helped prepare for the Gala and Wine Festival.



THE ROTARY CLUBS OF SURREY & GUILDFORD
proudly present

An Autumn Interlude

WINE TASTING AND SILENT AUCTION
with the generous support of
Surrey Metro Savings & Guildford Town Centre

SAT. SEPT. 14, 2002 7PM - 9:30PM AT GUILDFORD TOWN CENTRE, SURREY METRO SAVINGS ENTRANCE
TICKETS \$25, FOR INFO CALL 604.930.7659 OR VISIT WWW.ROTARYCLUB.CA

Proceeds to benefit the South Fraser Child Development Centre and Rotary Charities.

PRESENTING SPONSOR: **Surrey Metro Savings**

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MEDIA SPONSOR: **The Leader**

To Terry, Pauline and Matthew Dooley thank you for your ongoing commitment to the center. Your son Benjamin is a gift to the centre and to the clients we serve. Congratulations Benjamin on being selected Youth Ambassador in the 1st Annual Surrey Leader Awards, being presented with the Queen’s Golden Jubilee Award and being selected as an honorary firefighter in 2003. We thank you for sharing your spotlight with us!

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

Special Acknowledgements:

Ministry Of Children and Family Development
Government of British Columbia



A United Way Member Agency

