



2018-2019 ANNUAL REPORT

The Centre for Child Development of the Lower Mainland

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CRA# 107646408 RR0001

MISSION

Helping Children with special needs reach their potential.

VISION

Our children have the best opportunities to succeed in all areas of their lives.

VALUES

Our highest priority is the well-being, safety, and success of our children.

Excellence

Our team is committed to improving upon and building current leading best practices in all areas of our service delivery. We are actively involved in creating better solutions for our children. We show our relentless persistence to stretch ourselves to do better. We foster beneficial, effective, respectful and inclusive relationships that provide the best opportunities for our children.

Accountability

We are accountable at a personal, professional, and organizational level for measuring and knowing our impact and meeting the standards set. We recognize that we operate in a complex world that demands we consider the practical implications of our decisions.

Caring and Compassion

We model and inspire giving freely of ourselves in our work and our lives. Our caring and compassion extends to our children, colleagues, our families, and our communities. We know they are good, and doing their best, and we inspire more.

Integrity

We take action based on the needs of the children, the moral and ethical implications impacting the community, and the consideration of the greater good.

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message from chair & CEO

The sustainability of any not-for-profit that relies on sponsors, grants, contracts, and donors is always a challenge as the economy ebbs and flows. For a Child Development Centre who provides services to some of the most vulnerable and fragile children in our community, we need to not only meet that challenge but exceed expectations. Through hard work, diligence and corporate efficiencies, we have effectively delivered services to over 3,200 children per year, and provided child protection services and support to 185 persons served through Sophie's Place.

The Centre's services grew rapidly this past year by over 30% as our service contracts were increased. We became a pilot site for the BC Government's \$10/day program. Very recently, we received a contract to provide a new early years program for the City of Surrey.

Our multi-disciplinary teams and support staff work throughout the South Fraser Region to meet the increasing needs of a community that is growing faster than the provincial average. Their hard work maintains a standard of service that allows us to be the only child development centre on the west coast to be accredited by CARF in both child and youth services and medical rehabilitation.

For the 19th year in a row, we are posting a net positive of revenue over expenses, and we have increased our total revenue to \$11.7M. Our staff number over 160. We have accomplished this through the strategic use of a Balanced Scorecard, a tool that guides our ability to grow responsibly. As we are accountable to the children and families we serve, our funders, and our community stakeholders, we need to also take a moment to consider how to ensure that our financial health will be sustained in the years to come. Families are counting on us to be here when they need us the most.

On behalf of our Board of Directors, we would like to express our sincere gratitude to the staff of The Centre for their dedication to the children of the South Fraser Region. We also would like to thank the hard working voluntary Board Directors of The Centre and our supporting Child Development Foundation of BC, the leadership of the Foundation's chair, Brian Mayhew, and devoted Foundation staff.

Our children and families are our inspiration.



Joe Hall
Chair, Board of Directors



Gerard Bremault, MSW, RSW
Chief Executive Officer

we're growing!

Surrey grew 10.6% between 2011 and 2016 census periods; BC's total population grew 5.6%.

By 2021, Surrey's population will be 599,330.¹



Nearly 18% of that population are 0-14 years old.²



41% (26,544) of BC's children and youth with special needs live in the South Fraser region;



3,200 have severe disabilities.³

The population of Surrey and the South Fraser region is growing at a much faster rate than the rest of BC, and along with it a greater increase of children requiring services for their special needs.

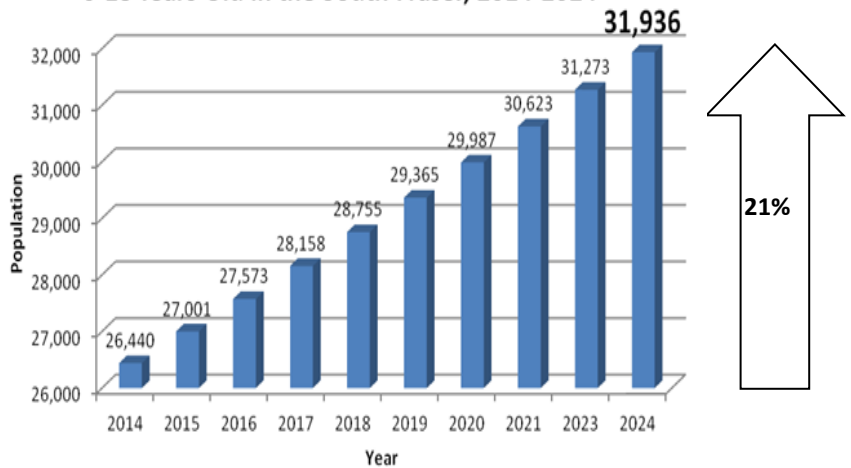
GROWING PAINS

As a result of the South Fraser's rapid growth, waitlists for many services, including those for neuro-diverse children, are likewise growing.

The Centre currently manages just over 2,700 intakes per year and provides services for 3,201 children. As the hard data shows, this is not nearly enough.

Our waitlist is also growing. It is truly challenging for our children and families in the South Fraser region that children must wait for the help they need.

**Estimated # of Children & Youth With Special Needs
0-18 Years Old in the South Fraser, 2014-2024**

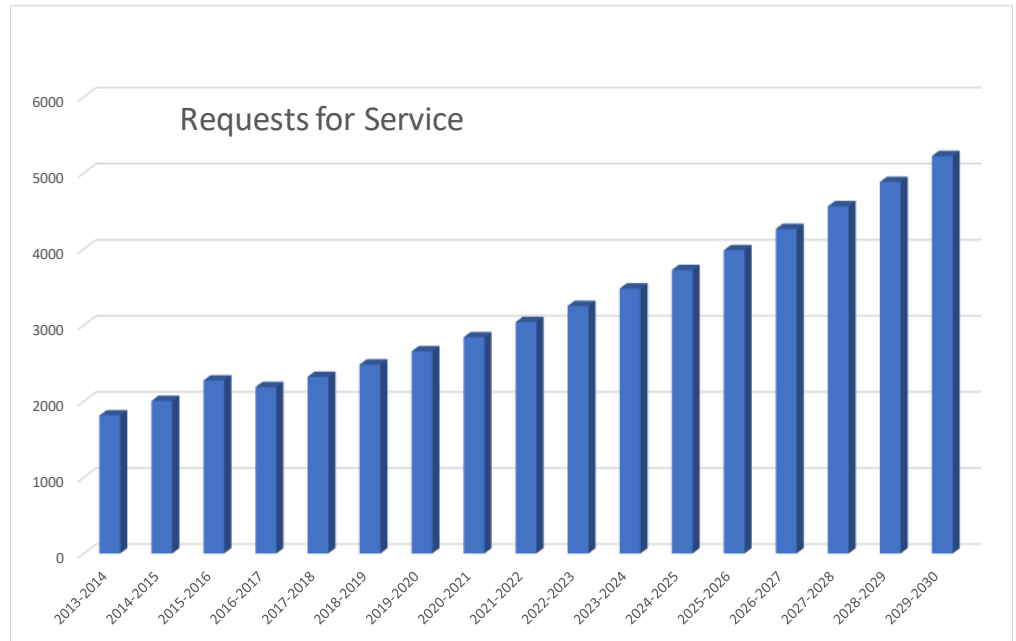


¹ <https://www.surrey.ca/business-economic-development/1418.aspx>

² <https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?Lang=E&Geo1=CSD&Code1=5915004&Geo2=PR&Code2=59&Data=Count&SearchText=Surrey&SearchType=Begins&SearchPR=01&B1=All&GeoLevel=PR&GeoCode=5915004&TABID=1>

³ Province of BC, April 2016 Request for Proposals: Pediatric Therapy Recruitment Strategy Ministry of Children and Family Development RFP Number: XCN2017-003RFP, p.8; BC Stats: bcstats.gov.bc.ca and Statistics Canada, Canadian Survey on Disability, 1.7% of Canadian children/youth have SEVERE disabilities.

The graph of estimated numbers of requests for services does not fully reflect the experience at The Centre. If a child requires urgent intervention and therapy, The Centre responds quickly to accommodate. However, this may mean moving another child whose needs are significant, but not as acute down the ever-growing waitlist. The Centre is grateful for a 30% growth in support and yet this has not kept up with far greater population growth and 10 times more demand than we currently have capacity for.



ACCESS CHALLENGES

The Centre and the Government of BC recognize that the first 6 years of a child’s development are critical, especially if there are indicators of delay in development. However, families face multiple challenges accessing services that their child needs:

- Caregivers are not able to recognize early indicators
- Limited number of South Fraser GPs
- Long wait lists for referrals to paediatricians and community agencies
- Limited specialist support services at schools
- Other challenges include
 - Language and culture
 - Socio-economic barriers
 - Multiple health challenges within a family
 - Our health system is complex and fragmented making it difficult to navigate

The Centre acknowledges the significant support of the Government of British Columbia and its recognition that,

“A child’s experiences in the first six years of life affect their immediate and long-term development and have a strong impact on their social and health-related outcomes later in life. Vulnerabilities families may experience during these years can have profound impacts on this journey. Many vulnerabilities can be lessened or even prevented if families have the supports they need...There is demonstrated need to improve the supports and services for families during the early years period, including making them more consistently available, clearer in what they

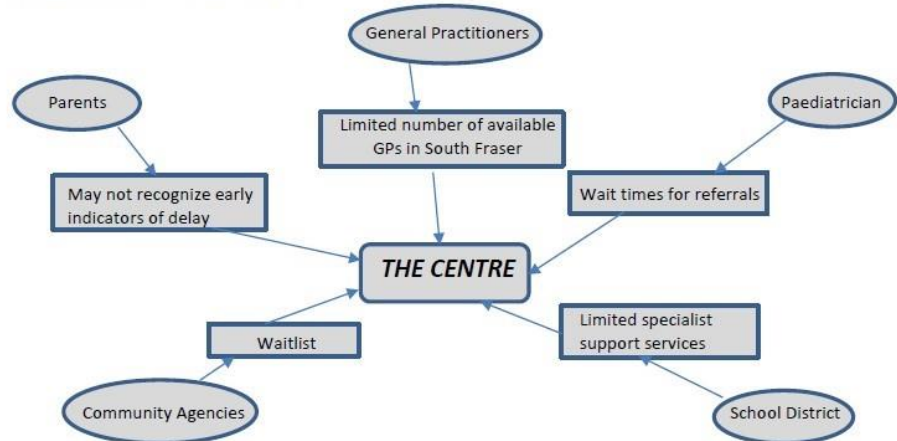
provide, and more welcoming to families of different experiences and levels of vulnerability. There is also a need to create clearer pathways from these programs and services to enhanced supports and services that address vulnerabilities a child or family might face, such as Infant and Youth Mental Health supports and Children & Youth with Special Needs services.”⁴



The Centre’s CEO and senior staff presented this information to the BC Government’s Select Standing Committee on Children and Youth. We also submitted a detailed report to highlight the rapidly growing needs of the South Fraser including the challenges that families have accessing services.

Therefore, The Centre is actively working on expanding our facilities and our services to provide even more welcoming spaces and pathways for children and families to receive the help they need when they need it. In particular, the Centre is expanding integrated services with speech, physio & occupational therapy for those critical early development years.

CHALLENGES TO ACCESSING SERVICES



FACILITIES – Renovations and expansion projects

The Centre’s buildings require renovation and expansion to make room for more children requiring service. The original structures were built in 1974 and have had additions built in the intervening years.

In the past five years, The Centre has:

- Created 37 new daycare spaces
- Completely renovated Communication Therapy wing
- Added a new roof and more efficient operating plant
- Created a new Medical Suite co-locating our Developmental Pediatrician’s Office, Examining Room and Family Room adjacent to Reception, and
- Opened bright, fresh, new Therapy offices and Staff Room on our lower floor

New projects include:

1. **Expanding Sophie’s Place** – Sophie’s Place currently provides wraparound services to children up to 10 years old who have been mentally, physically, or sexually abused. The award-winning, best practices

⁴ Province of BC, EARLY YEARS SERVICE FRAMEWORK JUNE, https://www2.gov.bc.ca/assets/gov/family-and-social-supports/child-care/provincial-office-for-the-early-years/mcfd_early_years_service_framework.pdf pages 3, 7

model of services in a very child-friendly location are provided by the RCMP, the Ministry of Children and Family Development, and the Ministry of Public Safety and Solicitor General.

Planning is underway to finalize all necessary arrangements to expand Sophie's Place to accommodate services for youth 11 to 15 years old. The timeline for renovating and expanding Sophie's Place is Fall 2019.

As part of the Sophie's Place redevelopment, some of the space will be repurposed for the Supported Child Development Team. The new area for SCD will provide much needed collaborative space and alleviate some of the crowding in our main building. The growing demand for service is outstripping our existing space, requiring us to find innovative solutions and create space for the children who most need our services. This will also be for Fall 2019.

- 2. Expanding available service space** – Conceptual planning is underway to maximize existing space and find ways to expand structures, such as the resource centre portable, to make room for children to be in accessible, cheerful environments and the staff who provide much needed services.

The Children's Learning & Resource Centre – The Centre for Child Development is developing a regional SCD Training and Resource Centre which will enhance Early Childhood Education professionals' skills to support children with special needs in community settings across the South Fraser region. Training may be provided by The Centre's clinical leaders, SCD consultants, pediatric therapists and regional community partner specialists. The Resource Centre will be in a large new purpose-built portable on the Centre's Surrey site.

- 3. Children's Therapy Assessment Playground gets a major upgrade** – The Centre is constructing an innovative, state-of-the-art play and therapy area accessible to children of all abilities. Therapists will be able to observe children's movements and provide therapeutic care while children play in a colourful, interactive setting on the safest surfaces. From swings that are wheelchair accessible to a textured "glass" wall, there will be much to engage the inquisitive child in a natural, integrated setting. The playground opened mid-Spring 2019.



SERVICES – Opening new spaces and programs



Our teams work hard to provide services in neighbourhoods throughout the South Fraser Region.

5

CITIES

Delta
Surrey
Both Langleys
White Rock

13+

SERVICES

From Supported Childcare to
Eating Skills, and many more.
See list below.

280+

LOCATIONS

Schools, preschools
Childcare centres
Homes, and our 3 Locations:
Delta, Surrey & Langley



As a result of the growing need, The Centre has expanded service hours with Saturday therapy times and evening workshops for families and caregivers at the Surrey location. Parents with weekday and evening work schedules can now participate directly in their children's sessions.

NEW! EARLY YEARS PROGRAM

We are excited to announce that The Centre has been selected by the Ministry of Children and Family Development to develop and run a new early years program for families with children ages 0-6 in Surrey and White Rock. This program is being rolled out province-wide in conjunction with The Ministry's Early Years Framework. It will combine both drop-in centres and outreach with a goal of reaching vulnerable families with young children.

We are still in the process of developing specifics for how the program will operate and look forward to sharing more information with you as it begins to take shape.

THE CENTRE FOR CHILD DEVELOPMENT'S SERVICES SUMMARIZED

Medical Rehabilitation & Support

Child/Youth
Advocacy
(Sophie's Place)

	Complex Developmental Behavioural Conditions e.g., Fetal Alcohol Syndrome, Substance Exposure	Congenital Anomalies/Genetic Syndrome e.g., Cleft Palate, Down's Syndrome, Fragile X Syndrome, Williams Syndrome	Developmental Disorders e.g., Autism, Asperger, Fine or Gross Motor Delay, Language Disorders, Visual or Hearing Impairment	Neurological Disorders e.g., Ataxia, Cerebral Palsy, Muscular Dystrophy, Epilepsy, Spina Bifida	Orthopedic Diseases e.g., Arthrogyrosis, Scoliosis, Club Foot Casting & Splinting	Child Abuse i.e., physical and/or sexual abuse
Casting & Splinting		☂	☂	☂	☂	
Communication Therapy	☂	☂	☂	☂	☂	
Developmental Medicine	☂	☂	☂	☂	☂	
Eating Skills		☂	☂	☂		
Equipment Team			☂	☂	☂	
Family/Victim Support Services	☂	☂	☂	☂	☂	☂
Occupational Therapy	☂	☂	☂	☂	☂	
Physiotherapy		☂	☂	☂	☂	
Preschool Programs	☂	☂	☂	☂	☂	
Psychology/Social Work	☂	☂	☂	☂	☂	☂
Recreation Therapy	☂	☂	☂	☂	☂	
Supported Child Care	☂	☂	☂	☂	☂	
RCMP/Police services						☂

"We are so grateful for the support we have received at The Centre. All of our experiences have been positive, however, our experience with our wonderful physiotherapist has been absolutely life changing. She is truly exceptional and has made a hugely positive impact on our daughter's life."

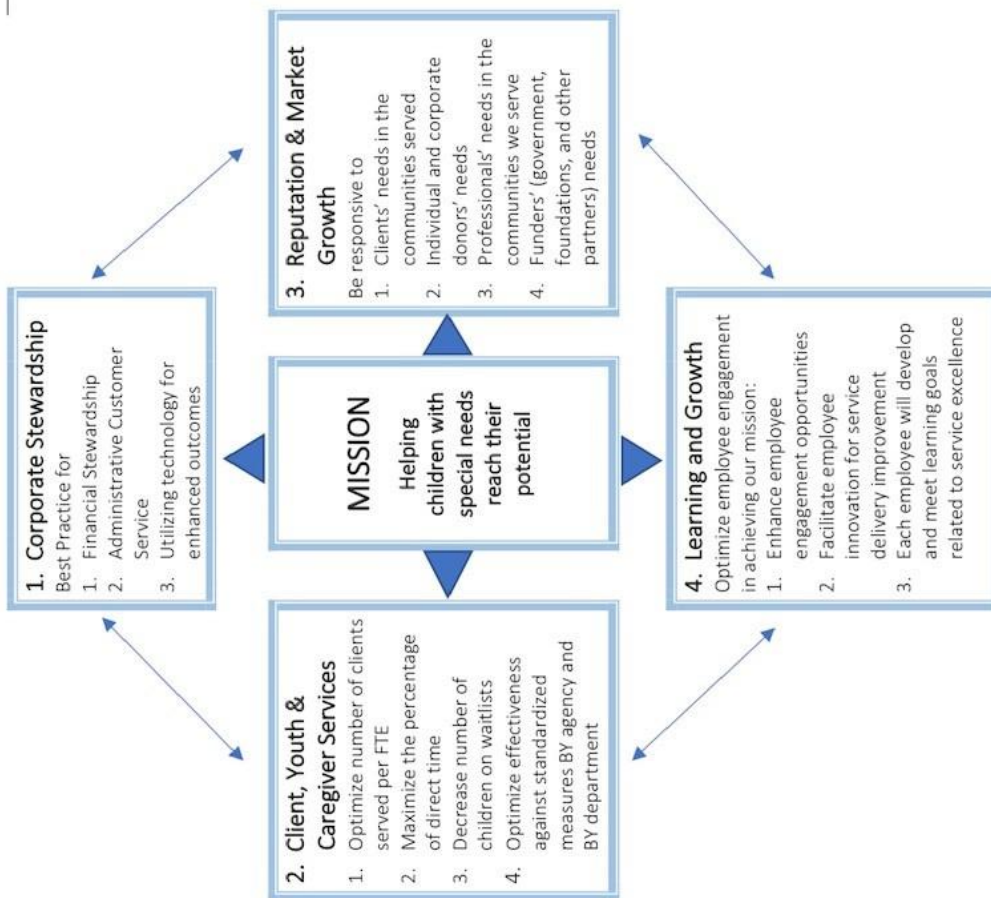
– Parent comment on 2018 Satisfaction Survey



balanced scorecard



THE CENTRE FOR CHILD DEVELOPMENT Balanced Scorecard - Overview



Performance Indicators/Targets	Status & Initiatives
<p>1. Corporate Stewardship</p> <p>1.1 Maintain asset to liability ratio of at least 2:1 Operate minimum break even (no deficit)</p> <p>1.2 Client satisfaction of admin: 85% Client receiving interpretation when requested: 75%</p> <p>1.3 Staff use of Nucleus: 90%</p> <p>2. Client, Youth & Caregiver Services</p> <p>2.1 Minimum based on avg monthly #s of children served per FTE across all programs</p> <p>2.2 Minimum based on avg monthly % direct time across all programs</p> <p>2.3 Decrease avg number of children waiting per service area over previous year</p> <p>2.4 Measures reviewed and are best practice per agency & department</p> <p>3. Reputation & Market Growth</p> <p>3.1 Client satisfaction survey: 80%</p> <p>3.2 Stakeholder survey: 80%</p> <p>3.3 Professional satisfaction survey: 70%</p> <p>3.4 Maintain/increase funding year over year Be seen as expert advisory agency</p> <p>4. Learning & Growth</p> <p>4.1 Staff engagement survey: 80%</p> <p>4.2 Evidence of innovation in service delivery</p> <p>4.3 Individual performance goals & evaluations</p>	<ul style="list-style-type: none"> • Current asset/liability ratio 1.9:1; with excess net revenue 19th consecutive year • 73% survey respondents strongly agree that they are greeted warmly • 100% clients receive interpretation services • All Staff requiring Nucleus use it • There was a slight decrease of 2.8% from last fiscal • The Centre programs exceeded minimum target across all programs • The average number of children waiting per service increased – this has been the trend for the past 2-3 years due to overall increased demand • See Department Updates for efficiency measures • 83% client satisfaction survey respondents strongly recommend The Centre to other families • The Stakeholder and Professional surveys were not done in 2018-19. • Funding has increased 30% in 2018-19 • CEO on numerous City and regional boards and councils • Staff engagement survey not done in 2018-19 fiscal • The Quality Improvement committee was revamped to provide greater staff engagement • Performance Evaluation System still successful across all clinical departments

BY THE NUMBERS

The Centre for Child Development is the largest in Western Canada and only one of three CDCs in Canada to be accredited by the International Commission on the Accreditation of Rehabilitation Facilities (CARF) for both Child and Youth Services and Medical Rehabilitation.

Our mandate is to ensure our children benefit from multi-disciplinary teams providing early intervention and school age medical rehabilitation therapies, which are listed in detail on page 10.

The Centre is accountable to our children and their families, our stakeholders, and our funders to be efficient and effective in the delivery of those services.

The Centre's "snapshot" of the organization by the numbers:

19 years	Of operating "in the black," with a net revenue of \$246,071
\$11.7 M	Total revenue, up from \$10.2 M previous fiscal year
3,201	Persons served receiving service in 2018-19, many in multiple programs
185	Persons served through Sophie's Place
570	Children discharged within 2018-19 fiscal year
798	Children referrals, waiting for service
205	Average number of payment cheques processed per month for families
2461	Total payment cheques distributed to families within fiscal year
2809	A/R invoices, up from 2487 previous fiscal year
2448	Receipts, down from 2686 previous fiscal year
161	Total staff
34	New hires in 2018-19 fiscal
16	Staff retired or moved to other positions in the community

TECHNOLOGY

In the 2018-19 fiscal year, The Centre successfully upgraded its systems to the cloud-based Office 365 operating system. Further, all files were moved from the on-site server to the cloud-based Azure. This provides greater security for our client's information and forms a major part of our continuity planning.

All accounting records have been upgraded to SAGE 300.

The move to the Nucleus data platform from Umby required staff to learn a new system over the fiscal year. This year's focus is ensuring that The Centre's forms are in alignment with Nucleus for greater efficiency to access required information in a timely manner.

department highlights

Most of the programs below are primarily funded by the Ministry of Children and Family Development (MCFD). We have been able to create more space and services in most programs for South Fraser's children. As always, we would do more if we could to keep up with service needs.

DEVELOPMENTAL PEDIATRICIAN

As the Centre's Developmental Pediatrician, Dr. Alison Laswick:

- Provides medical consultation to the Centre
 - Is delegated agency-wide clinical oversight, on behalf of the CEO
 - Co-Chairs the Clinical Services Committee
 - Reviews and recommends medical policies for the Centre in compliance with standards set by the Commission on Accreditation of Rehabilitation Facilities (CARF)
 - Provides medical support to Child and Family Centered multidisciplinary care teams
 - Provides direct & indirect consultation/assessment to **Eating Skills Team** clients and additional consultation to other Centre professionals – *for more information, see page 17*
 - Is actively engaged in the maintenance of our pediatric dietary service; our Centre is the only one in British Columbia that has a dietician on staff to provide consultation to medically fragile children
 - Evaluates and triages referrals to The Centre for intake
 - Provides telephone consultation to referring physicians if necessary
 - Provides medical liaison with Family Physicians, Primary Care Providers, Community Pediatricians & Pediatric Specialists at BC Children's Hospital and Sunny Hill Health Centre for Children.
 - Is a Pediatrician Member of the At-Home Program Committee, MCFD
- Provided consultation to Supported Child Development Consultants (March 2019)
 - Provided teaching of child development to UBC Nursing Students during their clinical Community/Social Pediatric Rotation at the Centre
 - Was a co-presenter of "Sleep Smart" parent workshops at the Centre (May 2018, December 2018, March 2019 and May 2019)
 - Engages with the BC Pediatric Society on issues related to Pediatric Neurodevelopmental Disabilities, and
 - Provides advocacy on behalf of children and youth with Neurodevelopmental Disabilities and their families to health care providers and support agencies.



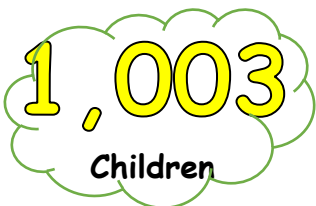
PSYCHOLOGY AND FAMILY SERVICES

The Psychology department at The Centre for Child Development provides services to children with a developmental disability and a significant behavioral or mental health condition.

Effectiveness: Clients seen in the Psychology department averaged a decrease of 17 points on the Behavioral Assessment System for Children (BASC-2) after receiving services from a Centre psychologist or mental health clinician. This indicates a reduction of psychological symptoms after receiving Psychology services at The Centre.



COMMUNICATION THERAPY



Our speech-language pathologists work with children with physical or developmental delays to improve their ability to communicate more effectively with the people around them. An emphasis is placed on teaching the family techniques they can use to help their child in improving skills in all environments.

The Communication Therapy department hosted the three-day Hanen “More Than Words” instructor training program; four staff members are now able to offer this to families with children suspected or diagnosed with Autism Spectrum Disorder. The department also ran two Hanen programs for families: “More Than Words”; and, “It Takes Two to Talk.”

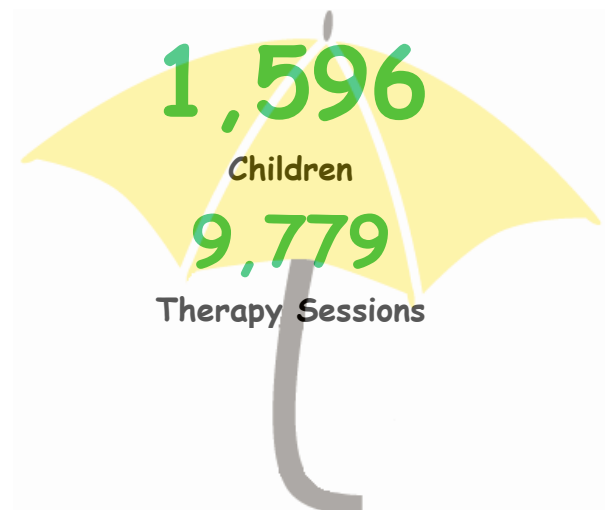
The outcome measure was changed from the AusTOM (Australian Therapy Outcome Measure) to the FOCUS-32 (Focus Outcomes Communication Under Six); developed at Holland-Bloorview in Toronto. As it was newly initiated this year, there is not yet the data available to measure pre- and post- intervention. This measure appears to better measure improvement in communication and interaction skills than the AusTOM.



OCCUPATIONAL THERAPY

The new program we started last fiscal year, Sensory Assessments for MCFD referrals, has been incredibly successful. We have been able to provide service to 79 children and youth with significant sensory concerns as well as provide education to MCFD staff.

This last year the OT department has worked hard at increasing our community connections. We have provided input regarding accessibility for the Surrey Children’s Festival making it easier for our families to enjoy this great event. As well, we are providing input and training to Super Chefs, a not for profit program that provides free cooking and nutrition camps for low-income families. Last year they opened their camps to children with special needs.





Effectiveness: Canadian Occupational Performance Measure (COPM) for Occupational Therapy

Performance 2.25

Satisfaction 2.3

A difference of 2.0 is considered clinically significant.

PHYSIOTHERAPY

Our physiotherapists help children develop their movement, balance and coordination skills to enable them to participate not only in daily family life but also in school & recreational activities. Our staff are very excited to work with their clients

and families on the new inclusive Outdoor Assessment lab and playground. There are many challenges provided to develop skills for all children at all levels of development. The department is working to create a custom assessment tool specific for this playground.



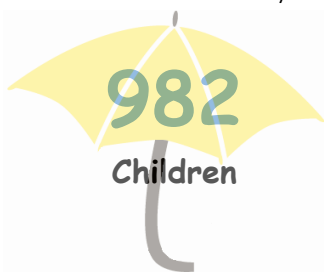
The Physiotherapy effectiveness tool (COPM) demonstrated a change of 3.8 on performance and 4.2 on satisfaction for 2018-19. A score of 2.0 is considered clinically significant.

The Physiotherapy department provided ongoing group sessions for early movers, newly walking, and ongoing gross motor development, as well as a group for pre-school aged children to practice ball, balance, bike and team skills. Other highlights include continued collaborative groups with OT and CT in the pool and a new baby group program.



SUPPORTED CHILD DEVELOPMENT

The Supported Child Development Program (SCDP) supports children who have a developmental delay or a disability and may require extra support, enabling them to fully participate in inclusive neighbourhood child care programs.



SCD workers travel throughout Surrey and White Rock, with direct support to children during the month of March 2019.

SCD operates the Regional Speech and Language Referral program in partnership with CT. Over the past fiscal year, there were an average of **192** referrals per month.

Reassessments, using the Child Development and Support Needs Assessment Tool were completed on **103** files, which demonstrated an average improvement of 4.2 points, or 21.3% per child.



FUNDRAISED SERVICES

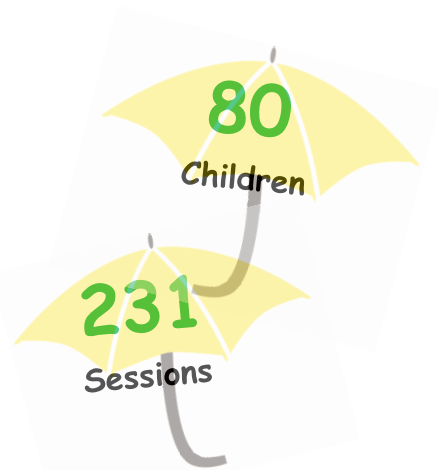
The following programs are funded through program fees and/or donations, grants, and funds raised by the Child Development Foundation of BC. We are very grateful for those who recognize the importance of having the following services available to children in the South Fraser Region.



CASTING & SPLINTING

Thanks to the continued support of the Ken McBain Legacy Fund and the Charles Johnson Charitable Foundation, customized casts and splints are made on-site to improve the function of a child's limbs.

This program is unique to The Centre for Child Development. As children grow and limb-functioning adjusts, revised casts and splints are made. On occasion, the OT & PT casting and splinting team make a recommendation for a commercial option, customization or other specialized equipment to increase comfort or prevent deformity.



RECREATION SERVICES

251

Children

37

Adults with
special needs

2,414

Sessions

The Recreation Services department provides recreation resources and opportunities to children, youth and families to improve functioning, independence, health and well-being through recreational experiences. The Recreation Services team collaborates with other departments to provide pool-based therapeutic services, including Occupational Therapy, Physiotherapy, and Communications Therapy. The services of the Recreation Services department are completely supported by fundraising and gifts from generous donors.

Between April 1, 2018 and March 31, 2019, the Recreation Services department served a total of 288 clients through 2,414 sessions, including 251 children and 37 adults with disabilities.



EATING SKILLS TEAM

The Eating Skills Team provides assessment and consultation supporting children with multi-disciplinary developmental concerns whose oral motor difficulties contribute to compromised safety and/or nutritional intake. We are the only child development centre that provides dietary consultation to children with neurodevelopmental disabilities. The team consists of a Developmental Pediatrician, Speech-Language Pathologist (SLP), Occupational Therapists, and a Registered Dietician.

This has been a year of change and growth for our team. Through fund-raising we were able to add an additional 3.25 hours/week of Dietician time. As well, starting September 2019, we added two new Occupational Therapists who have been actively developing their expertise through mentorship and training.

The EST is an intensive program for our most medically involved clients. Most new clients require all three disciplines at the beginning of their service. Following the initial assessment and recommendations, clients may continue to receive multiple services. For the 2018-19 fiscal year, 47% visits were multidisciplinary.

We continue to collaborate with Centre therapists and other professionals. Our relationship with Surrey Memorial Hospital, Sunny Hill Health Centre for Children and BC Children's Hospital continues to be strong for the benefit of our clients. The team meets weekly to review all children seen, new referrals and urgent issues.

New clients

45

Total clients served

131

Total visits

477

EQUIPMENT TEAM

174

Children

297

Visits

The Equipment Team is an interdisciplinary program of the OT and PT Departments.

The team works in consultation with the child, their family and their therapists plus equipment suppliers to meet the functional positioning and mobility needs and goals of the child and family.

The team monitors for growth and physical changes, collaborating with physicians and specialists at BCCH when reviews and surgical interventions may be necessary.

The Equipment Team strives to provide therapists with up-to-date information on new products in the marketplace that might benefit children and families. They also aim to remain current on funding options through the main equipment funders, e.g., At Home Program, Variety, and other community funders.



PRESCHOOL AND CHILDCARE

Our early childhood programs are inclusive programs, serving both typically developing children as well as children who require support to participate in the programs. These programs are set up for all children to be successful and to ensure that each child develops to his or her potential. Our early childhood programs are play-based and guided by BC's Early Learning Framework. We strive to create quality early childhood programs within our communities of Surrey and Delta.

At the Surrey site, The Centre runs a Preschool Program and two Child Care Programs. We also have an off-site preschool program in Delta; Lookout Preschool.

In November 2018, The Centre's Child Care Programs were notified that they were one of the 53 child care sites of British Columbia selected to trial the BC Government's initiative to provide parents affordable child care by providing \$10 per day daycare care. This has had a significant impact on the families that we serve by being able to provide them with affordable childcare.

241 Childcare

60 Preschool





Vision: A community that stands up against child abuse, empowering children to be resilient and thrive.

Mission: Sophie's Place Child & Youth Advocacy Centre provides a multidisciplinary response to child and youth victims of abuse that fosters trust, justice, healing and resilience.



Sophie's Place Child & Youth Advocacy Centre has accomplished much this past fiscal year. We have a new strategic plan, developed with much collaboration. This will help focus how we reduce trauma for the children and youth we serve and provide them with the critical support they need.

Read our Mission and Vision above, which frames our goals to ensure the short- and long-term sustainability of our programs. These are

1. Enhanced, Holistic Services
2. Impactful Partnerships & Supportive Community
3. Resilient Teams
4. Fiscal Sustainability

Part of this planning will be to build an infrastructure to add children and youth aged 11 to 15.

Funding from the Federal Department of Justice, the Provincial Ministry of Public Safety and Solicitor General, and Civic Forfeiture Grants have supported the following successes of 2018-19:

- 820 hours usage of the Sophie's Place child-friendly waiting room for families preparing to go to court, and/or to meet with a MPSSG Victim Service or Court Support worker
- The addition of another full-time Victim Services/Court Support for a total of 6 in Surrey
- Adding a Coordinator for Sophie's Place: Welcome Christine Simmons, RSW
- Hosting Sophie's Place CYAC 3rd Annual Conference
- Strategic planning, project planning, and evaluation services
- The ability to contract a Clinical Counsellor for one day per week to provide bridge counselling until our clients receive their Crime Victims Assistance Program funds to access a full-time counsellor
- Contracted Louise Purchase to assist us as we work with Indigenous communities.
- Completed the "Psychologically Healthy Workplace" to ensure the health and well-being of our team members
- Judy sits on the Provincial CYAC Network Steering Committee as well as the Federal CYAC Network. Christine attended the Federal CYAC Conference in January 2019.

This work would not be possible without the support of our Sophie's Place CYAC collaborating partners: Ministry of Children and Family Development, Surrey RCMP, Ministry of Public Safety and Solicitor General, the City of Surrey and The Centre for Child Development. We thank our donors and Sophie's Place CYAC Multidisciplinary Team for their commitment to this work.

NUMBER OF KIDS



185

GENDER



67%

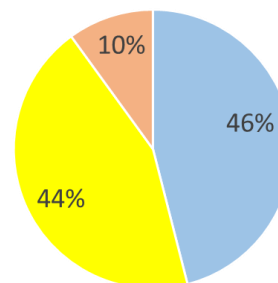
33%

AVERAGE AGE

9

years

Types of Abuse



■ Sexual Abuse ■ Physical Abuse ■ Other

ROO!

We welcomed our new Accredited Facility Dog, “ROO” to Sophie’s Place CYAC on October 1, 2018. ROO is one of only four Court-accredited facility dogs in BC. We thank Christine for agreeing to be Roo’s handler and special thanks to PADS, Rotary Club of White Rock and 100 Men Who Care for their support.

Roo and Christine have provided needed support for children, youth, and even young adults when facing some of the most stressful times in their young lives. Since joining Sophie’s Place, Roo has supported:

- Several young adults and youth in pre-trial interviews with Crown.
- Several female adults during sexual assault cases.
- Dozens of students at an elementary school where children witnessed an act of violence.
- Children before and after their forensic interviews at Sophie’s Place CYAC.
- A young child during her forensic interview at Sophie’s Place CYAC.
- A female adult provide testimony during a preliminary trial for attempted murder.

*“My legs were literally shaking.
When Roo put her head on my feet,
I immediately stopped shaking.”*

Roo and Christine also:

- Spoke to numerous groups about Roo’s role with the children and youth Sophie’s Place CYAC.
- Attended a webinar hosted by Crown Counsel, Winston Sayson and Handler, Kim Gramlich (Dog Caber)
- Met with Crown Counsel, Judges, Sheriffs and Court Registry Staff.
- Participated in the filming of a video to educate Crown Counsel about Child & Youth Advocacy Centres
- Attended the National Indigenous Day at Holland Park in Surrey

Roo looks for her chance to get an Easter Egg during The Centre’s annual hunt with childcare and preschool children.



leadership

We thank the leadership guidance and tireless enthusiasm of The Centre of Child Development Board Directors:

Chair Joe Hall

Vice Chair Sarah MacDonald, and Director of Development & Planning – *Knowledge Network Corporation*

Treasurer Steven Buchanan – *Owner, buchananco.ca CPA Ltd.*

Secretary Michael Christ – *Managing Owner & Lawyer, Christ & Co. Law Corporation*

Directors:

Marcelo Bohm – *President, Panorama Management Consulting Ltd.*

Sandra Dyck – *Investment Advisor, CIBC Wood Gundy*

Sherry Kooner – *Lawyer, McQuarrie Hunter, LLP*

Tony Rossander – *Senior Mortgage Consultant, DLC Origin Mortgages*

Sharon Schoeffel – *Senior Manager, Member Experience First West Credit Union*

Sam Sidhu – *Performance Coach, Colliers International*

Ravi Singh – *Director of Web Channels, Knowledge Network Corporation*

The Centre Executive:

Gerard Bremault, Chief Executive Officer

Kagnew Asaye, Chief Financial & Chief Operating Officer



thank you!

Without the generous support and contributions of our partners, we wouldn't be able to help our children reach their full potential.

The Centre for Child Development
Ministry of Children and Family Development
Province of British Columbia
Child Development Foundation of BC

Sophie's Place CYAC
Department of Justice Canada
Ministry of Children and Family Development
Ministry of Public Safety and Solicitor General
Surrey RCMP
City of Surrey
The Centre for Child Development
Child Development Foundation of BC



Ministry of
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Ministère de la Justice
Canada

Department of Justice
Canada

