



A BRIEF HISTORY OF

THE CENTRE FOR CHILD DEVELOPMENT

1953

Started by a grass-roots group of parents cooperatively organizing transportation for their children to therapy sessions in Vancouver

1954

Formed partnership with the United Way (then known as the United Good Neighbours organization)



1961

Broke foundation for our first treatment centre

1961-1999

Almost 40 years of incredible fundraising leadership and support provided by the Ladies' Auxiliary

1969

Serving 137 children with special needs

1971

Formed partnership with the Variety Club (that continues to this day) to build our current site and many expansions

1974

Permanent site on 140 Street opened, including our unique hydrotherapy pool, preschool and childcare

1978

Opened Lookout Preschool in Delta

1979

Serving 341 children with special needs

1979-2003

Operated group homes in the South Fraser region



1982-1983

20 athletes from The Centre competed at the BC Games

1982

Created our first Endowment Fund

1984

Serving 444 children with special needs

1989

Serving 756 children with special needs

1993

Serving 1,089 children with special needs

1995

Founding President Norm Sherritt retires after 40 years on the Board

2001

Opened Langley site



2003

The Centre celebrates it's 50th Anniversary of making a difference in the lives of children with special needs

2004

Serving 1,800 children with special needs

2012

Establishment of Sophie's Place, the Lower Mainland's first Child & Youth Advocacy Centre

2016

Serving 2,700 children with special needs

2018

Serving over 3,100 children with special needs



2021

Serving nearly 4,000 children with special needs in over 350 locations

2023

The Centre celebrates it's 70th Anniversary of serving & empowering children with special needs!



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www.the-centre.org

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 act on the needs of the children, the moral and ethical implications impacting the community, and the consideration of the greater good.



To Lead

From the Chair & CEO

At The Centre, we are determined to do our very best, and even better, because each unique child needs us to do just that. It's why we're here and have been since 1953.

Each of the 3,942 children that we served in the fiscal year of 2021-22 has unique needs and strengths. Each one deserves support that focuses on helping them reach their individual potential. Yet in the South Fraser region, nearly 30,000 children have a disability and support needs, and this year The Centre received 5,668 Service Requests, an increase of 34% (*please see the "Intake" section of this Report for more information*).

The Centre for Child Development is well situated to help children access support:

- Our flexible hybrid model of virtual and in-person service sessions reduces anxiety and access challenges for already stressed families
- We provide services in the more than 350 schools, daycare programs and additional locations across the South Fraser region
- Our primary site is centrally located near major transit routes, and we have a new sky train station "coming soon"

If there is a silver lining to a pandemic, it is that we were able to adapt very quickly to a new and highly impactful situation, develop solutions and provide flexibility in services for families – within weeks. Our families adjusted with us and together we became even more resilient.

However, threats to our sector continue. As we closed out the last fiscal year, economists were suggesting a recession may be coming. Much of our not-for-profit sector experienced downsizings or even temporary shutdowns through the pandemic.¹ However, since The Centre is part of the not-for-profit sector that receives government support for health provision, we were among the most sustainable organizations throughout the past two years.² The Centre received an influx of one time funding to offset the impact of the pandemic on our families, to reduce waitlists for community support, and to ensure we can provide services safely.

Again, we adapted rapidly, and in a world where organizations are having difficulty filling vacancies, we hired over 40 staff in a very short period, closing the year with nearly 190 staff, up ~17% from last year.

Our funders and donors have not only stood by our children and families once again, they have also increased their overall support. The Centre has operated "in the black" for 22 years in a row, and has provided a stable, sustainable, and resilient organization for each generation of children in the South



Sarah MacDonald
Chair, Board of Directors



Gerard Bremault, MSW, RSW
Chief Executive Officer

¹ Imagine Canada, Sector Monitor Report: The ongoing COVID-19 experience of Canadian Charities. Imagine Canada. March 2021. <https://www.imaginecanada.ca/sites/default/files/Sector-Monitor-report-highlights-2021.pdf>

² Statistics Canada, Non-profit institutions and volunteering: Economic contribution, first quarter 2022, Chart 2 Nominal gross domestic product, non-profit institutions, by subsector & Chart 3 GDP by activity, accessed July 2022, [The Daily — Non-profit institutions and volunteering: Economic contribution, first quarter 2022 \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/28-263-x/2022001/article/00001-eng.htm)

Fraser since 1953. Total revenues of \$13.8 Million (Net Revenue \$83,844) were achieved for the fiscal period ended March 31, 2022.

In the next fiscal year, 2022-23, and the years following, we will continue to grow to meet the unique needs of children in the South Fraser region. We will meet each new challenge with our problem-solving agility, and we will proactively plan for where to focus our resources. Together with our families, we will continue to be resilient.

As we look forward, we are grateful for the guidance and support we receive from our Centre and Foundation Board Directors, with a special acknowledgement of Foundation Chair, Dylan Van Rooyen, and the community leadership of the Surrey Firefighters' Charitable Foundation. We thank our highly skilled executive team for their leadership, teamwork, and grit to find innovative solutions to support our children and families through an unprecedented pandemic.

— Sarah MacDonald & Gerard Bremault

The Leadership Team

Our Centre is fortunate to have the leadership and guidance of talented and skilled business and community leaders. Our Board of Directors, comprised of the Chair, Officers and Directors, work to ensure our children are given the tools to thrive with dignity and respect in all aspects of their lives.

Board of Directors



[Sarah MacDonald](#)
Chair



[Mary Martin](#)
Vice Chair



[Brian Mayhew](#)
Treasurer



[Michael Christ](#)
Secretary



[Marcelo Bohm](#)
Director



[Sandra Dyck](#)
Director



[Tony Rossander](#)
Director



[Sam Sidhu](#)
Director



[Ravi Singh](#)
Director

Executive Team

[Gerard Bremault](#)

Chief Executive Officer

[Karen Edwards](#)

VP, Medical Rehabilitation Services

[Dr. Brian Katz](#)

VP, Child and Youth Services

[Judy Mann](#)

VP, Business Development

[Judith Reaugh](#)

VP, Communications and Governance

[Kagnew Asaye](#)

Chief Financial & Risk Officer

[Daljit Gill-Badesha](#)

VP, Community Health & Childcare Partnerships

[Dr. Alison Laswick](#)

Senior Medical Consultant

[Anne Peterson](#)

VP, Strategy & Performance Management

[Amarjit Sahota](#)

VP, Sophie's Place CYAC



Accreditation

The Centre for Child Development has been fully accredited by CARF International since 2004. CARF is a non-profit accreditor of health and human services that provides a framework of standards of service quality centering on the experiences of the child and their family.

For each successful three-year accreditation, we are recognized for our ability to meet and exceed international standards to provide the highest quality of care for our children and that we strive always to find even better ways to support each unique child within their community.

As noted by the CARF surveyors for our last accreditation:

“The organization’s leadership and staff members collaborate with the community to improve and enhance children’s services in the communities serviced, fostering their success and independence. The leadership and staff continually enhance their performance and were prepared for accreditation despite the pandemic’s onset and impact.

The organization’s leadership and staff members possess the knowledge and motivation required to maintain and enhance their service and provide high-quality services for children and adolescents.”

— CARF Report, January 2021.



The Centre aspires to provide the most up-to-date practices and exceed standards set by CARF and as required by the Ministry of Children and Family Development (MCFD). We are here for the children, and for the children we will always do our best.



To Honour

Our Commitment

Each child is one of a kind. They may speak any of the 104 languages spoken in the South Fraser region. They may be an immigrant or a refugee. They may be Indigenous. They may require a translator or the comfort of an Elder.

We commit to honouring each child and their family in every configuration, respecting their deeply held heritage, life experience, community, culture, and beliefs. They want to know that they enter a safe space. They need to know that their family is most welcome here. Each child has a unique story to tell of where they come from and what they need. *We are committed to listen, learn, and respond to each child and their family with utmost care.*

Working with the guidance of our Diversity, Equity, Inclusion, & Indigenous Safety Team, the leadership is developing recommendations of how The Centre can fulfill its commitment to all members of our diverse and growing community, to provide the very best care in a way that is respectful, gentle, and safe for each child.

We have a robust policy that draws from the social determinants of health, as outlined by the World Health Organization,³ and our senior leadership team have reviewed *In Plain Sight* by Hon. Dr. M.E. Turpel-Lafond, released 2020.⁴ The Centre's leadership have undertaken numerous training opportunities to pause and reflect on our role in the care of those who had negative and even traumatic experiences with the health care system. We have arranged training for our staff, inviting speakers to provide historic context and recommendations for a way forward. We deeply appreciate the gift of knowledge these generous speakers provide and are actively working on strengthening our partnerships with Indigenous leadership and immigrant societies.

We have many staff who deliver services to our Indigenous and immigrant partners' families within their facilities. Further, we have programs where staff travel to locations that are culturally safe and/or more convenient for families. Staff work to find social support services for their child-client's families while developing therapy strategies.

We work hard at The Centre to reach out to the many families needing our support. We strive to do more because each unique child deserves to be a part of their community, to experience belonging and acceptance, friendship, and safety. It is our commitment to support them so that they can reach their potential wherever life takes them.

- The Centre Team -

³ World Health Organization, https://www.who.int/health-topics/social-determinants-of-health#tab=tab_1

⁴ Turpel-Lafond, Dr. M.E. *In Plain Sight: Addressing Indigenous-specific Racism and Discrimination in BC Health Care*. November 2020. <https://engage.gov.bc.ca/app/uploads/sites/613/2020/11/In-Plain-Sight-Summary-Report.pdf>

Accessibility

During the pandemic, The Centre very quickly developed online services for families to continue providing necessary supports while keeping the child and family safe. The feedback we have received from families is that those that have access to technology have found the online sessions to be very convenient.

This past year, a hybrid service model was formalized that provides guidance when determining whether sessions should be in-person or virtual. The primary drivers are the child's needs and circumstances. Does the child need a 'hands-on' session or is the session to provide parents with additional information? Are families able to come to a Centre facility for a session? Are there circumstances that challenge families, such as lack of babysitters for siblings? While we are still operating during a pandemic, the ability to pivot an in-person session to online has been valuable especially when the child or family members are COVID-positive, unwell, or face challenges. The child does not lose the opportunity to get the support they need.

We are aware that not all families are able to take advantage of technology, or that holding a virtual session may become unwieldy with translators and the distractions of younger siblings or other challenges. Our staff work with each family to determine how to provide the support they need in the manner that works best for the child and the family's particular situation.

The pandemic, however, is only one of many challenges that families navigate to access necessary supports for their child.

The Centre and the Government of BC recognize that the first six 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 general practitioners
- Long wait lists for referrals to paediatricians and community agencies
- Limited specialist support services at schools

Other challenges include:

- Systemic discrimination based on disability and related stigma
- Language and culture
- Socio-economic barriers
- Multiple health challenges within a family
- Our health system is complex, fragmented, and difficult to navigate

Virtual sessions have proved to be very useful to ease the burden of families and provide choices in care. We will continue to listen to our families and

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

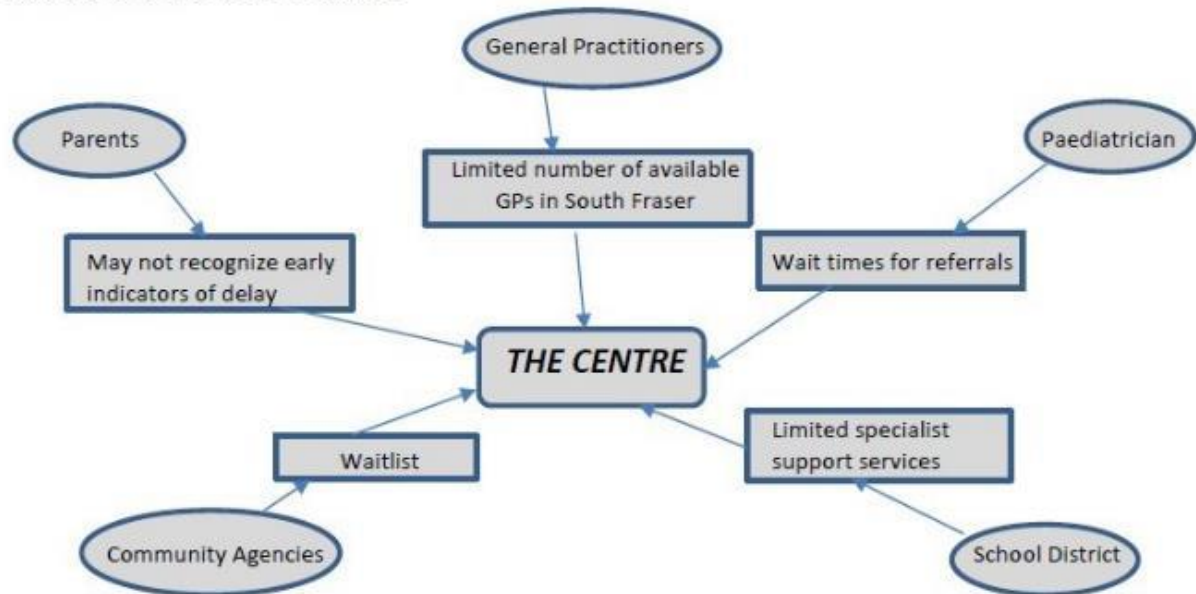
When a child or youth is showing signs of a developmental or functional need, disability, or a perceived likelihood of a delay, they need support as early as possible.

Getting a diagnosis is not easy and can take months or years: many children lose precious time for early intervention services and support. They currently cannot access services without a specific diagnosis, and even with one, services and supports are not always accessible or available. The reality for many Indigenous families and other families who experience discrimination, is that seeking a diagnosis is not the only barrier. From structural racism to historically traumatizing relationships with the child protection system, to stigma, too many children have been left waiting for supports and services to meet their needs. Children and youth with support needs miss out, and their families are left on their own.

- Province of BC, [CYSN Service Framework & Service Descriptions](#), p.4

respond to the needs they are experiencing. For example, we have a survey underway to find out what times are most convenient for parent groups. We will continue to innovate to serve all our child-clients and their families better.

CHALLENGES TO ACCESSING SERVICES

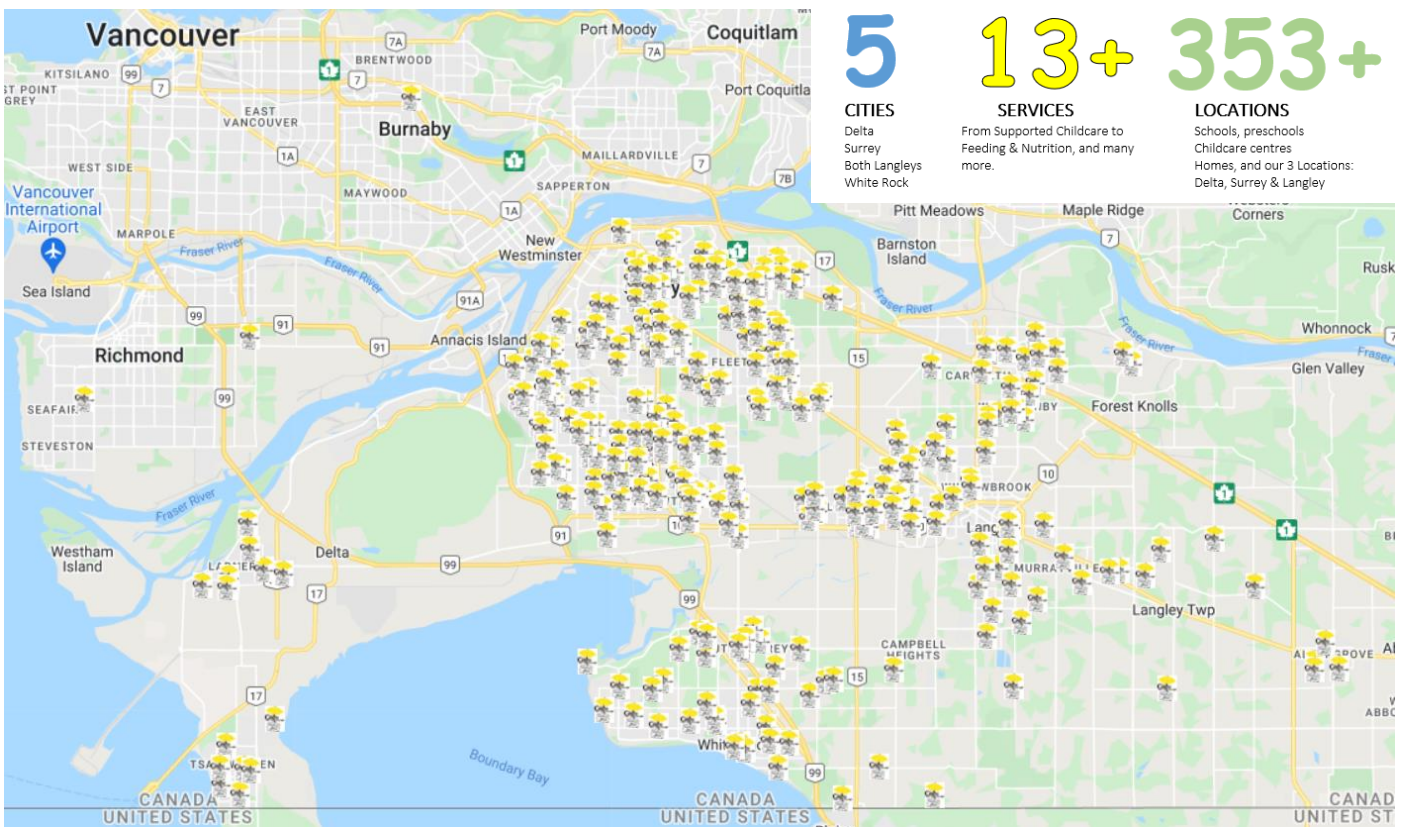


Why We're Needed Even More

As the South Fraser region grows and the number of children who require our services increase, The Centre stretches budgets and resources to keep up.

Our many programs serve children from birth to 19 years and most services are funded through BC's Ministry of Children and Family Development. The Centre also provides several programs that are unique to the South Fraser region and not usually delivered by a Child Development Centre, such as our Feeding & Nutrition Team or our Casting & Splinting Program. For these, we are grateful for the donations and sponsorships from generous supporters.

As restrictions from the pandemic have eased, the number of child-clients have increased to 3,942 this year. The demand for our services grows as fast as the population for the region. We are currently providing services throughout the South Fraser Region, and beyond, in over 350 locations.



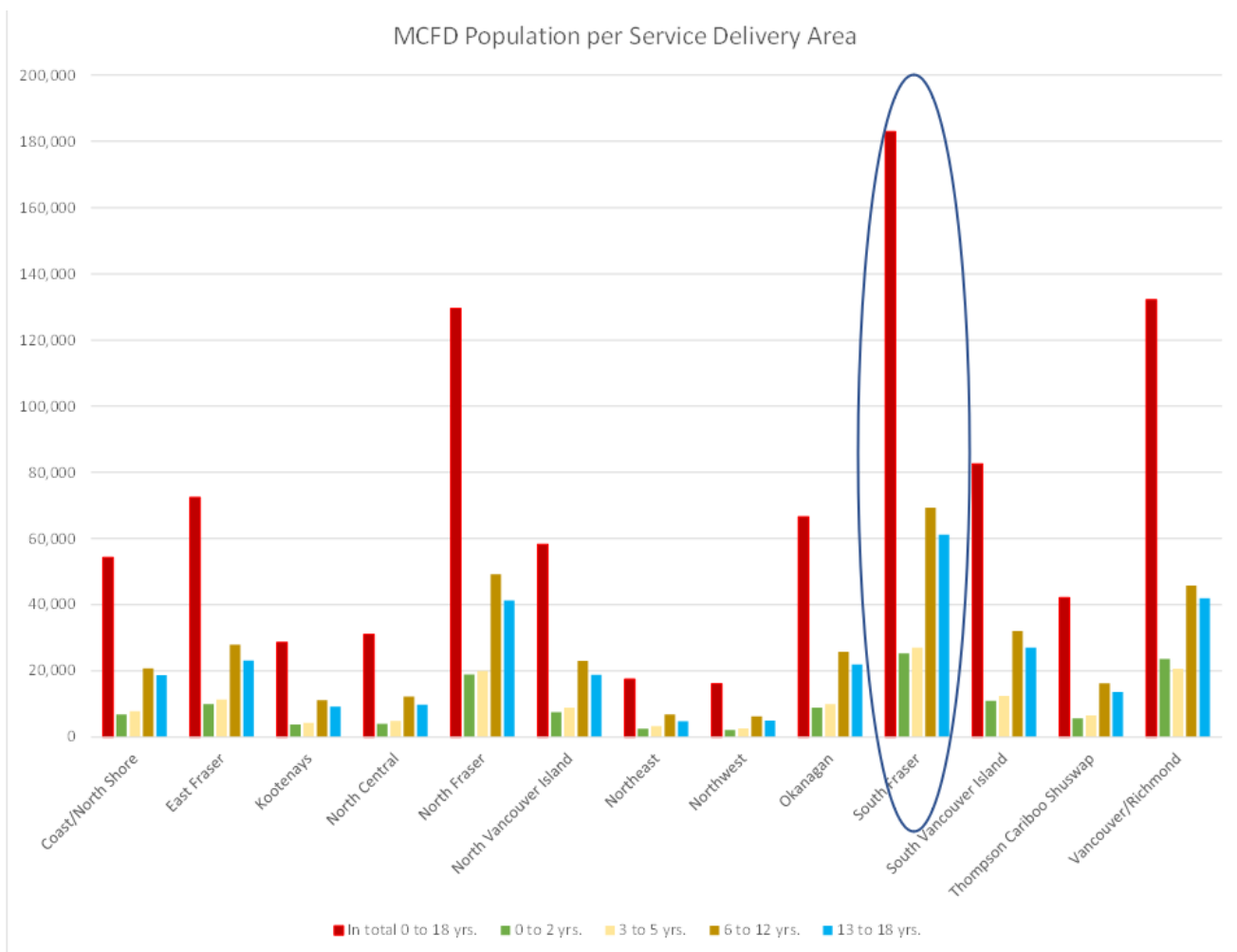
In Summary:

Given that the publicly available incidence rate of disability has not been regularly or consistently collected (both in frequency and type), our best estimates are based on data that is readily available. The sampling of our work to anticipate growth in which age group cohort and in which city is included below. We do this so that we can, with supporting evidence, determine how to allocate our staff and resources to best support the communities we serve.

- a. **Children 0-19 with Any Disability:** there is an overall estimate of 29,076 children (0-19) in 2022 with a disability of any type from mild through moderate and severe disabilities across the South Fraser who could benefit from The Centre’s services.
- b. **School Aged Children:** of these, there are 19,585 school aged children with mild through severe support needs, calculated by extracting the 6-18 age group from MCFD’s 2021 numbers and using the 2017 StatsCan study. There is a higher proportion of school age children with disabilities in South Fraser/Surrey than there is in rest of province.
- c. **Children with Severe Disabilities:** given The Centre’s capacity, we focus primarily on serving children with the most severe disabilities, of whom there are 11,085 throughout the South Fraser region.

Anticipated Population Growth and Growth of Support Needs

Graph 1: MCFD Population per Service Delivery Area When compared to MCFD’s service delivery areas throughout BC,⁵ there is no question that the South Fraser region has the largest population of 0-18 year-olds, the largest school age population and the most 0-5 year-olds.



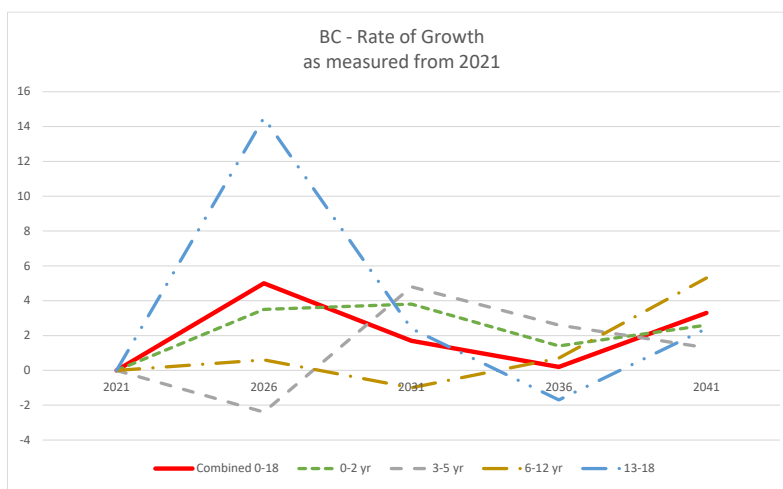
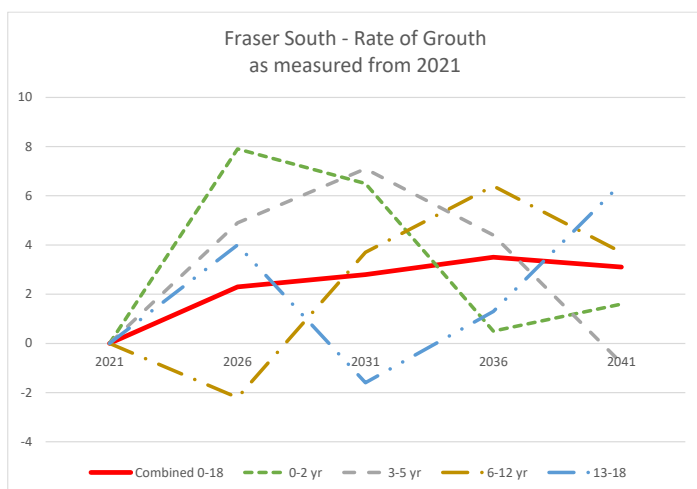
As noted, there are areas with higher immigration such as North Surrey and North Delta. These areas also have a somewhat lower average income and, according to a study done by the University of BC’s Faculty

⁵ Province of British Columbia, Ministry of Children and Family Development, Who We Serve SDA Demographic Data, calendar year 2021, accessed July 2022, <https://mcfcd.gov.bc.ca/reporting/about-us/who-we-serve>

of Medicine Environmental Health Research Team,⁶ these areas also have lower life expectancies than most of the other census tracts in Metro Vancouver.

Graphs 2 & 3: “Fraser South – Rate of Growth” and “BC – Rate of Growth” For Fraser South, there is a sustained rate of growth for 0-18 year-olds through to 2041, whereas despite some initial growth, the overall BC provincial trend is very low growth.

Of note for the South Fraser region is the high rate of growth for 0-5 year-olds, especially through 2031. This will require greater resource allocation and service development for early intervention and early years programs to keep pace with growing needs.



Using the BC Stats Estimator for the MCFD cohorts, we estimated the number of children who have support needs from mild-moderate to severe. The following graphs draw from several data sources, which are identified in the footnotes. Further, the graphs are broken down into different cohorts: the MCFD cohorts of 0-2, 3-5, 6-12, 13-18; the early intervention years (0-5); and school age (6-18).

However, we note that the last definitive study on children with disabilities was done **16 years ago** by Statistics Canada (StatsCan) in 2006.⁷ The study found that the national disability rate was 14.3% overall, with older adults experiencing disabilities at a higher rate than children. We believe that this has substantially changed, as recent rates reported by various agencies would suggest that these percentages are greater than those reported in 2006. An up to date, full study with consistent categories is still greatly needed to plan for children’s needs more accurately. But without an updated study by StatsCan, we have no clear understanding of the breadth and extent of disabilities for all age ranges.

Further complicating our ability to estimate need is that StatsCan uses different cohort ranges making comparisons difficult at best.

The last pan Canada study on disabilities was released by Statistics Canada in 2017⁸ and did not include children under the age of 15. For the 15-25 year-old cohort, 13% had one or more disabilities, of which

⁶ UBC Faculty of Medicine Environmental Health Research Team ‘Life Expectancy Spatiotemporal Analysis’ Interactive Map, accessed July 2022, <https://envhealth.med.ubc.ca/le/lemap/>

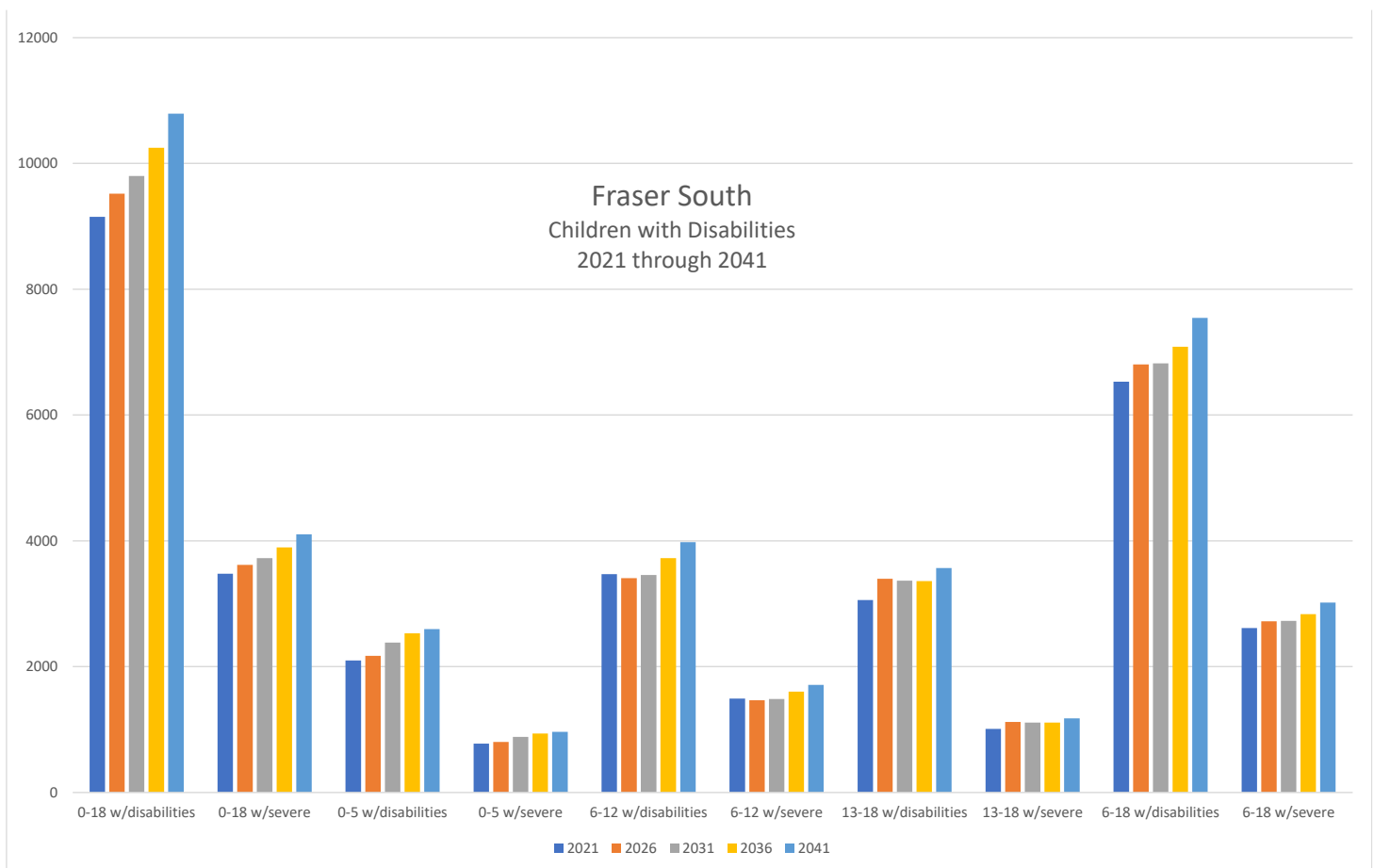
⁷ Statistics Canada Study “Disability in Canada: A 2006 Profile” <https://www.canada.ca/en/employment-social-development/programs/disability/arc/disability-2006.html>

⁸ Statistics Canada “Canadian Survey on Disability, 2017” <https://www150.statcan.gc.ca/n1/daily-quotidien/181128/dq181128a-eng.htm>

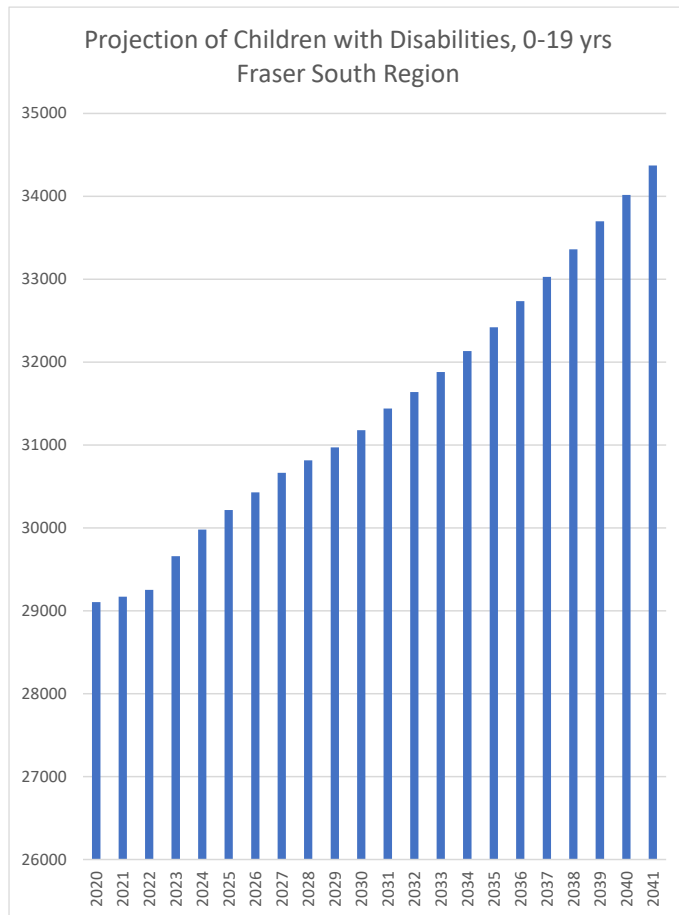
about half were mental health conditions. The rates of severe and very severe disabilities are 21% and 22% for all those 15 and older. The study did not delineate between youth and older cohorts for severity.

Our estimates are conservatively based on analysis of StatsCan studies and other reports that indicate rates of children with disabilities within the general population. For example, a study in the United States found that rates for children aged 0-17 years in the United States have increased from 16.2% in 2009/11 to 17.8% in 2015/2017, based on analysis of 90,000 children from parent reporting through the nationally representative American National Health Information Survey (NHIS)⁹.

Graph 4: “Fraser South – Children with Disabilities” was estimated by multiplying the population of children in a cohort, N, with 5% of all children with support needs, of which 38% have severe support needs. The rates were determined from the 2006 StatsCan study mentioned above. The cohorts used here are 0-18 year-olds for a total estimate, 0-5 year-olds (early intervention /years), 6-12 year-olds (elementary school), 13-18 year-olds (high school), and 6-18 year-olds (all school age years). As noted, the 2006 rates are over 16 years old and are very low in comparison to recent studies.



⁹ Benjamin Zablotsky, Lindsey I. Black, Matthew J. Maenner, Laura A. Schieve, Melissa L. Danielson, Rebecca H. Bitsko, Stephen J. Blumberg, Michael D. Kogan and Coleen A. Boyle. *Prevalence and Trends of Developmental Disabilities among Children in the United States: 2009–2017*. *Pediatrics*. October 2019, 144 (4) e20190811; DOI: <https://doi.org/10.1542/peds.2019-0811>



Graph 5: “Fraser South children with disabilities projections 0-19” Most of the graphs were estimated using MCFD cohorts and using the near 20 year old data from the last comprehensive study of children and adults with disabilities done in Canada, which, as we note, underestimate today’s experience.

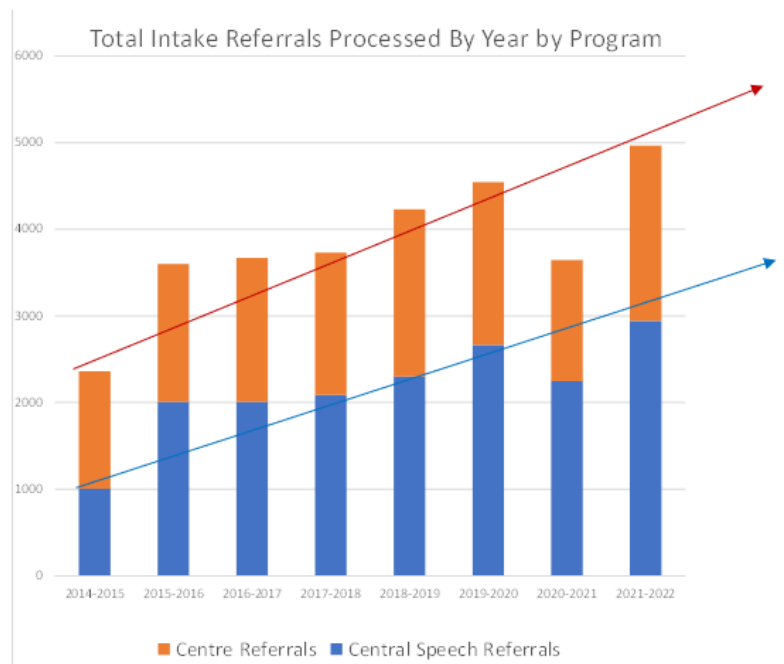
The Centre’s child-clients range in age between 0 and 19 years. This graph was estimated by applying the 2017 StatsCan study rates for ages 15 plus to the BC Stats population estimations for 0-19 year-olds rather than the older 2006 rates. As a result, we estimate that there were 29,030 children in 2021 with mild to very severe disabilities.

The number of children with support needs in the South Fraser Region is estimated to be over 34,000 by 2041.

Intake

The Centre’s intake team manages all requests for services at The Centre. Furthermore, The Centre is contracted by the Provincial government to coordinate all requests for speech-language pathology services for children from birth to school age in the South Fraser region (Surrey, White Rock, Delta, and Langley).

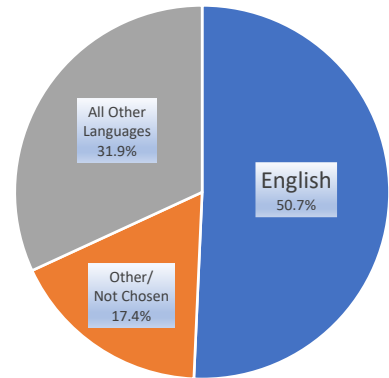
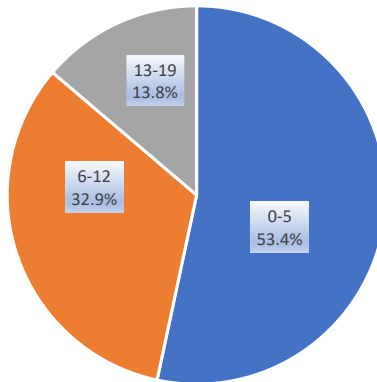
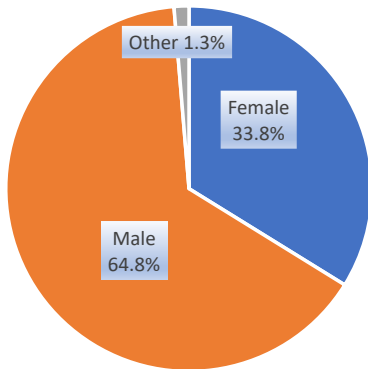
In sum, The Centre’s intake team processed a total of 4,966 referrals for service requesting 5,668 services in FY 2021-2022.



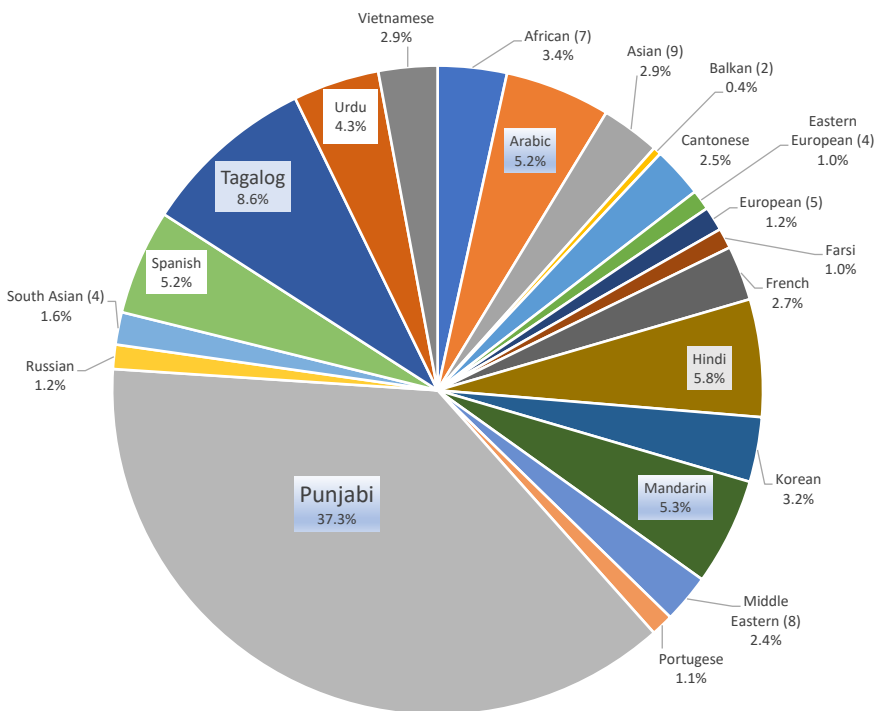
To Plan

Who We Serve

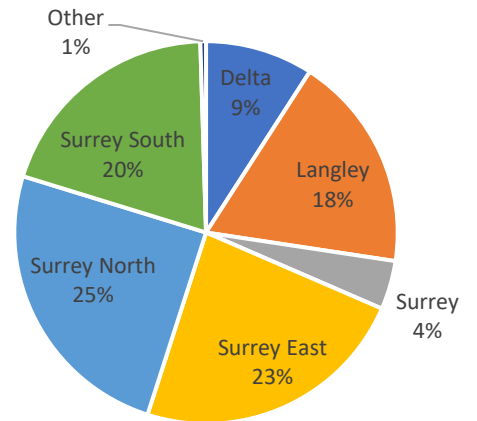
We provide support for children, 0-19 years old. Last year, we provided services to 3,942 children, of whom about two-thirds were male, nearly 7% were Indigenous, and just over half were 0-5 years old.



Other languages spoken at home:



Where Most of Our Child Clients Live














































































*Surrey 4% are those clients who were not assigned a region at time of data retrieval.

The Centre's Services for South Fraser

We have a broad range of programs to serve the children of the South Fraser Region, from early intervention to school age therapies, from medical rehabilitation to family services, plus childcare, supported child development, and more. Many of our children require multiple services throughout their time with us. Each child's needs are assessed and supports identified to create a truly unique response to the child's and family's specific needs.

Medical Rehabilitation & Support

Child, Youth & Family Support

	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., Arthrogyposis, Scoliosis, Club Foot Casting & Splinting	Sophie's Place Child Abuse e.g., physical and/or sexual abuse	Early Years e.g., vulnerable families, new Canadians, young families
Casting & Splinting							
Childcare/ Preschool							
Communication Therapy							
Developmental Medicine							
Early Childhood Education							
Eating Skills							
Equipment Team							
Occupational Therapy							
Parent Support							
Physiotherapy							
Psychology/ Social Work							
Recreation Therapy							
RCMP/Police Services							
Service Navigators							
Supported Child Development							
Victim Support Services							

The Centre's Numbers

The Centre has operated “in the black” for 22 years in a row, and has provided a stable, sustainable, and resilient organization for each generation of children in South Fraser since 1953. The Centre operates with a generous heart and fiscal prudence to ensure we have the resources required to support and grow our programs as the population of children requiring our help grows.

\$13.8 Million

Total revenue

.....

\$83,844

Net Revenue

.....

165

Average number of payment cheques processed on behalf of MCFD per month for families

.....

187

Total Staff

.....

44

New hires

.....

3,942

Children served by The Centre

.....

298

Children served by Sophie's Place

.....

1,717

Children discharged this past year

.....

1,370

Child referrals, waiting for service

.....



The Centre's Strategic Plan

At the end of each fiscal year, the leadership of The Centre reviews the year's performance against our targets and considers what we need to focus on next. We use an adaptation of the Harvard Business School Balanced Scorecard to frame our status and objectives.



Summary of Outcomes for 2021-22

<p style="text-align: center;">Client Experience</p> <p>All complaints resolved to family satisfaction.</p> <ul style="list-style-type: none"> 97.3% would recommend Centre 94.1% felt welcomed & 96.7% felt respected 91.0% felt services were of value to child/family 89.1% felt services were beneficial 94.7% felt confident in staff professionalism 78.6% expressed overall satisfaction with tech abilities and online sessions 	<p style="text-align: center;">Corporate Resilience</p> <ul style="list-style-type: none"> Surplus: \$83,844 Liability ratio: 1.4:1 Revenue from non-government sources: 10% No loss of programs Number of unique clients: 3942 	<p style="text-align: center;">Operational Excellence</p> <ul style="list-style-type: none"> Information Management Enhancement project ongoing Client data reporting system under review for continuous service improvement Aggregate department results not yet available % Files reviewed for fiscal not calculated as Q reports were incomplete File quality* per Quarter: Q1 70.8%, Q2 69.3%, Q3 67.0%, Q4 68.2% <p>*changed to 4 point weighted Likert scale: target 3.0 or 75%</p>	<p style="text-align: center;">Professional Development</p> <ul style="list-style-type: none"> Staff performance evaluations ongoing as expected. Staff education evaluations: 87% overall satisfaction; Motivational Interview Training evaluation: 82% overall satisfaction Engagement survey: Avg weighted score for all questions was 4.92/5.0 QI teams undergoing restructuring to ensure engagement is meaningful and outcomes are clarified
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Key Activities For 2022-23

We are enhancing our activities for measuring our performance and engaging our child-clients, their families, our professional colleagues, and our communities.

We are committing to do more for our child-clients and their families, to understand their stories through a social determinants of health lens with particular focus on cultural safety. Our objective is to help our child-clients function within their families and their communities.

We continue to upgrade our information management systems as part of our objective to decrease administrative burdens for clients and staff. This is a continuous quality improvement project that requires multiple levels of adjustments, streamlining processes, and training staff.

Overall, we will continue working to meet our objectives while managing challenges posed by the pandemic, opportunities to expand and diversify our services, and increasing our professional staff to serve our ever-growing population of children requiring support.

The Centre's Executive Teams

The Executive at The Centre are responsible for implementing the initiatives in the strategic plan through the various teams' workplans. Our teams include:

Executive

Executives meet monthly to assist CEO achieve the vision, mission, goals and values of the organization.

The team discusses challenges and opportunities to ensure that The Centre continues to be resilient and innovative.

Reports and recommendations from other teams are reviewed. We have conducted strategic planning sessions in anticipation of BC's Family Connection Centre initiative.

Performance Management

The PM Team review efficiency and effectiveness measures and metrics, collates data for quarterly and annual reports, and fosters an environment of continuous quality improvement and shared learning.

The team oversees the work of the Survey Team and the Education Team. The team also prepares The Centre for CARF accreditation and works to ensure we meet and exceed the applicable standards and reporting requirements.

Corporate Services

Corporate Services Team, comprised of most executives, addresses policies & procedures, IT, and other "nuts and bolts" of The Centre. The team oversees the work of a number of sub-committees including the Information Management Task Group, and supports the work of the Occupational Health & Safety Team.

Diversity, Equity, Inclusion, & Indigenous Safety

The team's mandate is to ensure our DEI and Accessibility policies reflect the needs of our child-client's families and communities.

The team is working on the recommendations brought forward by our Indigenous Task Force, who reviewed the *In Plain Sight* report and other reports to ensure our Centre is a culturally safe space for our Indigenous families.

The Centre has hosted several staff-wide learning sessions with Indigenous leaders and Métis Nation BC. Several executives have completed the San'Yas Training for health care providers.

Child & Youth with Support Needs

The CYSN Team of our divisional VPs and Senior Medical Consultant review child-client and family service practices and potential research projects. They strive to ensure all our services for children with support needs provide the best help that can be offered using evidentiary best practices.

The team works with the Intake Team, and oversees the Senior Leaders Team and the regional teams.

Communications & Marketing

The team works to tell our story to our families, donors, and communities. Most of our child-clients need life-long support and just want to be accepted in their preschool or school environments, to make friends, and to find their own special way forward into the future.

We're here to do just that.

We tell The Centre's story and our families' stories, so that those who help through donations and sponsorships know how their help is used and just how much they are appreciated.

To Help

Most of our work with children is to find out how we can help them achieve their own goals. Drawing from the International Classification of Functioning, Disability and Health from the World Health Organization, we consider each child's unique body and function, their ability to do things, their opportunities to participate, their family and environment, and what they like to do for fun. We look at the whole child, not just their disability, to discover their unique personality and what gives them joy.

Most of the programs described for each division are primarily funded by the Ministry of Children and Family Development. We are grateful for their genuine partnership and support, and the support of all our funders.

Senior Medical Consultant

As The Centre's Senior Medical Consultant, Dr. Alison Laswick:

- Provides agency-wide medical oversight, on behalf of the CEO to ensure the medically indicated service needs of children are appropriately addressed
- 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 Feeding & Nutrition Team clients and additional consultation to other Centre professionals – see Feeding & Nutrition Team section for details
- 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 specialized consultation to The Centre's Supported Child Development program, and
- Provides advocacy on behalf of children and youth with neurodevelopmental disabilities and their families to health care providers and support agencies.



Child & Youth Services Division

The Centre’s Division of Child and Youth Services (CYS) led by Dr. Brian Katz (Vice President, Child and Youth Services), encompass a wide array of services including mental health, family services, social work, parent support, key worker services, and the Early Years Hub. The Division of CYC also includes The Centre’s Intake team and the regional Central Speech Referral Service.

In 2021-2022, staff transitioned from providing mostly online services to a hybrid model of virtual and in-person services. Families now have a choice between accessing therapy sessions online or at a Centre facility to help meet their needs. There is a high demand for family services and social work support especially during these past two years as the pandemic disproportionately impacted many families served at The Centre. Our teams are dedicated to help and support families struggling to cope with the immediate and long-term impacts of the COVID-19 pandemic.

Staff from our mental health and Early Years programs obtained certification in delivering the “Incredible Years” curriculum. This group intervention, which has been supported by decades of research documenting its effectiveness, helps parents and caregivers raising a young child who is experiencing behavioural problems. We delivered this intervention to our first group of parents in Spring 2022.

Psychology and Family Services

The Department of Psychology and Family Services includes mental health support, parent support, Key Worker, and Family Services programs.

- The Psychology program serves children who have a developmental disability and a significant behaviour and/or mental health concern. Centre psychologists and mental health clinicians work with clients and families to learn skills to deal with issues such as anxiety, depression, and behavioural problems.
- The parent support program assists caregivers of children with disabilities with achieving developmental tasks such as sleeping and toileting, which may be more difficult as a result of the child’s disability.
- Family Services assists families with navigating the healthcare system, advocacy, and applying for funding for specialized needs such as equipment or home renovations.
- The Key Worker program serves families with a child or youth affected by Fetal Alcohol Spectrum Disorder or a related neurodevelopmental disorder (NDD). Key workers serve as experts who can provide families with education about NDDs, link clients with appropriate community services, provide training to other professionals such as counsellors, teachers, and police about working with children with an NDD, and assist families with advocating for their children.

680

Children served

.....

8,500

Hours of client service

.....

16

Average point decrease on Behavioral Assessment System for Children (BASC-3) after receiving services from a Centre psychologist or mental health clinician. This indicates that clients experience significantly less behavioural and mental health problems due to our services.

.....

Early Years

139
Children served
per month
.....

8,566
Hours of client
service
.....

The Early Years is a low-barrier program for families with children ages birth through 6 years old, and is located in our Early Years Hub in Newton. Families can meet with a navigator who will help them connect with community services such as childcare or housing, attend an early child education group, or participate in one of our parent support groups.

Early Years staff work with community agencies such as libraries, food banks, and charitable organizations to provide a variety of services for vulnerable families with young children.

As COVID-19 pandemic restrictions lifted, we opened the Early Years Hub in Newton to welcome families for drop-in programs or to meet with one of our navigators. As some families prefer receiving services virtually, we will continue to offer families that option, both for individual meetings with staff and via online groups.

Two of our Early Years navigators took additional training to become certified group leaders for the “Incredible Years” Autism program. This group is designed specifically for parents of children who either have a diagnosis of Autism or are suspected of having this diagnosis. We will be offering this group to our Early Years families for the first time in the Fall of 2022.

Intake

In addition to managing all requests for services at The Centre, the Intake team manages The Centre’s contract with the Provincial government to coordinate all requests for speech-language pathology services for children from birth to school age in the South Fraser region (Surrey, White Rock, Delta, and Langley).

During the 2021-2022 fiscal year, The Centre’s Intake office processed 2,025 referrals requesting 2,727 services for children who will be served at The Centre. An additional 2,941 referrals for children in need of speech-language pathology services were processed by The Centre’s Intake team and referred to speech-language services throughout the South Fraser.

In total, The Centre’s Intake team processed a total of 4,966 referrals for service requesting 5,668 services this past year. The Provincial government continues to place its confidence in The Centre and our Intake team to effectively and efficiently process all requests for speech-language services in the South Fraser region.

4,966
referrals for Service,
an increase of 36%
.....

5,668
service Requests,
an increase of 34%
.....

2,727
of those service
requests will be
provided by The Centre,
an increase of 37%
.....

Medical Rehabilitation Services Division

The Medical Rehabilitation Division, led by Karen Edwards (Vice President, Medical Rehabilitation Services), includes the Occupational Therapy, Physiotherapy, Communication Therapy, and Recreation Departments and specialized services. Through the most challenging phases of COVID-19, the division transitioned to a virtual model of therapy for individual sessions and parent education sessions. In-person sessions were also provided when safe and necessary.

As COVID restrictions eased in 2021, our pediatric medical rehabilitation services transitioned to a hybrid approach providing both virtual and in-person sessions for families. Families appreciate the flexibility of choice that a hybrid service model provides.

<p>922 Children served</p> <p>400 New children</p> <p>8,109 Total client hours</p>	<h2>Communication Therapy</h2> <p>Our speech-language pathologists (SLPs) work with children with physical or developmental delays to improve their ability to communicate more effectively with the people around them. The priority is to help families and caregivers learn strategies they can use with their children in everyday environments.</p> <p>Staff continue to offer a hybrid approach to services with children being seen both in-person and in virtual sessions depending on the needs of the child and the family.</p> <p>This fiscal year the following groups were offered:</p> <ul style="list-style-type: none">a) <i>Songs & Rhymes</i> – was provided virtually in spring of 2021 with resources such as picture symbols for the songs being taught sent to families ahead of time.b) <i>More Than Words</i> – A parent-training program for children with ASD was run once in the spring of 2021 and twice in the fall of 2021. Held virtually, two groups during the day and one in the evening allowed for flexibility for parents attending the program. Another benefit of our groups was reflected in the comment of a parent who stated that it was nice to know they weren't alone in having a child with special needs. <p>Staff continue to give presentations or provide training to other departments, and support community partners in learning strategies to promote interaction and communication.</p>
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Occupational Therapy

Our Occupational Therapists assist children and youth to be as independent as possible in all activities of daily living including self-care, play, and school.

The department ran the Picky Eaters group this past year, and hope to expand the variety and frequency of groups we offer next year.

Some of our OTs specialize in working with children that are highly sensitive to stimulus. We provide sensory services to the Surrey School District and to specialized MCFD programs across the region. We offer workshops for other service providers such as a recent workshop for 135 education assistants.

1,441

Children served

615

New children

16,377

Total client hours

Physiotherapy

1,131

Children served

416

New children

12,178

Total client hours

Our physiotherapists help children develop their movement, balance, and coordination skills necessary for participation in daily family life and in their school, community, and recreational activities.

Most Physiotherapy sessions have returned to in-person visits, however, we still provide virtual sessions when hands-on treatment are not necessary. Our hybrid approach provides flexibility for families and with the services we offer.

The Outdoor Assessment Lab, a specially designed and accessible play space, is almost fully booked with sessions. Therapists have a unique opportunity to assess the physical skills of children in a natural environment. Many of our children look forward to the challenges provided in this cheerful and safe play space when they come for their Physiotherapy sessions.

Donor Supported Services

The Centre for Child Development has developed specialized programs to address specific needs of our child-clients. These programs are funded in whole or part 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.

<p>69 Children served</p> <p>47 New children</p> <p>344 Total client hours</p>	<h3>Casting & Splinting</h3> <p>Customized casts and splints are made on-site to improve the function of a child's limbs thanks to the continued support of the Ken McBain Legacy Fund and the Charles Johnson Charitable Foundation. These are provided to our families free of charge, saving them thousands of dollars.</p> <p>This program is unique to The Centre for Child Development. Children grow and change frequently (and sometimes quickly). Our on-site team is able to keep pace with their development and growth, creating and customizing as many splints and devices as needed. On occasion, the OT & PT staff on the Casting and Splinting team make a recommendation for a commercial option, which they will then customize for comfort and continued prevention of deformities.</p> <p>The team also takes on the challenge of finding splinting solutions for children and youth who are having difficulties with daily activities. Recently, the team was able to adapt the necessary splint supports to successfully enable two of our clients to participate in sledge hockey.</p>
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<h3>Feeding & Nutrition Team</h3> <p>We are the only child development centre with a multi-disciplinary Feeding and Nutrition Team that provides assessment and consultation for children with complex care needs. We provide dietary consultation for children with neurodevelopmental disabilities. These children have oral motor and swallowing difficulties that contribute to compromised safety and/or nutritional intake.</p> <p>The team includes a developmental pediatrician, a speech-language pathologist (SLP), occupational therapists, and a registered dietician. This year we welcomed a second SLP to our team as part of our goal to expand the skill base for our specialized services.</p> <p>The FNT is an intensive program for our most medically involved clients. Most new clients require all four disciplines when they first come to our Centre.</p>	<p>135 Children served</p> <p>32 New children</p> <p>1,634 Total client hours</p>
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Following the initial assessment and recommendations, clients may continue to receive multiple services to address their complex needs.

Our team embraces continuous learning to provide excellent service with evidence based practise. This year our dietician received extra training in blenderized diets and all team members attended *Feeding Matters*, an international pediatric feeding disorders conference.

Given the complexity of our medically fragile children, our team collaborates closely with our community pediatricians, physicians, and other community health care partners including the physicians and clinicians at Surrey Memorial Hospital, Sunny Hill Health Centre for Children, and BC Children’s Hospital.



Equipment Team

101

Children served
.....

26

New children
.....

823

Total client hours
.....

The Equipment Team, an interdisciplinary program of the Occupational Therapy and Physiotherapy departments, works with the child, their family, and their therapists plus equipment suppliers to meet the functional positioning and mobility needs and goals of the child.

The team monitors for growth and physical changes of each child. Team members collaborate with physicians and specialists at BC Children’s Hospital, and will indicate when additional interventions may be necessary.

The Equipment Team provides therapists with up-to-date information on new products in the marketplace that might benefit children and families. They are also knowledgeable about and assist with funding options, e.g., At Home Program, Variety, and other community funders.



Recreation Services

The Recreation Services department provides recreation resources and opportunities for children, youth, and families to improve functioning, independence, health, and well-being through recreational experiences.

Our unique pool is smaller and quieter than community pools, making treatment better for children who have sensory sensitivities like Autism.

It is fully accessible, allowing children with all mobility levels to participate in recreation therapy. It's warm water makes therapy easier on our kids' muscles.

The Recreation Services team collaborates with other departments, including Occupational Therapy, Physiotherapy, and Communications Therapy to support aquatic-based therapeutic services. The Recreation Services department activities are financed through fundraising events and gifts from generous donors.

Due to safety concerns with COVID-19 our pool was closed for the majority of the 2021/22 year. However, we opened in March for individual therapy sessions. We look forward to increasing the use of the pool this coming year.



Community Health & Child Care Partnerships Division

In 2020, we introduced a new and distinct Division to provide leadership to the entire organization in order to meet one bold goal: to achieve The Centre's vision: *Our children have the best opportunities to succeed in all areas of their lives*. Led by Daljit Gill-Badesha (Vice President, Community Health and Childcare Partnerships), the focus is on action that supports the development of "upstream," preventative, universal, and inclusive solutions with policy and data leadership.

We continue to engage external partnerships and build our relationships with key stakeholders. One highlight was engaging with Semiahmoo First Nations artist, Les, who is designing a House Post for The Centre's main entrance and children's artwork for our playground. This initiative is part of building bridges with the Nation, creating a culturally safe and inclusive space.

The Centre's Diversity, Equity, Inclusion & Indigenous Safety Team works with the division leadership to link external community engagement with internal quality improvements. This dual approach ensures The Centre is always aware of community pressures and the context within which our diverse child-clients and their families live. This prepares our staff to respond to changing needs.

Supported Child Development

The Supported Child Development (SCD) department continues to provide important inclusion services to integrate children into preschool or childcare programs in Surrey. The year started with a strategic review of the department functions, opportunities for growth, and restructuring. Staff were engaged to discuss the future of SCD, trends from the provincial and federal governments on inclusion and childcare, and identify systemic improvements needed.

Unsurprisingly, we saw a continued and increased demand for services. We are so pleased to have received one-time-only (OTO) funding from the Ministry for Children and Family Development to reduce our waitlist. We were able to serve 85 new children with consultation services and 104 children with additional direct support or disbursement funding.

This was not possible without an intensive recruitment process. In the fall of 2021 we hired, oriented, trained and deployed new staff to community childcare facilities. A full-time Director of Inclusive Services has been hired to support the Department. The entire year saw the significant movement of staff into new roles.

The year ended with moving the SCD team into the new portable as we evolved into a hybrid work environment. We were thankful to receive a large donation of furniture that helped outfit the new space.

Practically Preschool Playgroups

Practically Preschool Playgroups help children with support needs and their families prepare for preschool and other community programs. The group sessions increased our ability to reach and support families as they waited for an SCD consultant, support teacher, or a space for a preschool or childcare program in community.

Practically Preschool Playgroup sessions ran virtually throughout the COVID-19 pandemic. Sessions were offered twice weekly with Saturday sessions offered in the fall of 2021.

The groups have shifted to in-person and have expanded to include a new location in addition to The Centre's own preschool space. Twenty-four in-person Practically Preschool Sessions were held between November 2021 – March 2022.

828

Under 6 years

114

6-19 years

+351

Children supported by the OTO & disbursement funding

1,293

Total children supported

103,104

Service hours

87

Assessments with Child Development and Support Needs Assessment Tool

2.8

Average points of improvement

21
Children in the
under-3 program
.....

42
Children in the
3-5 program
.....

Preschool and Child Care

We are inspired by our children and families. They motivate us to innovate, finding creative ways to help each child reach their potential. We are committed to provide our children with the best opportunities for success.

Our childcare program is one of the original Universal Childcare Prototype sites (\$10/day site) and provides families with accessible and affordable childcare. Our programs are play-based, inclusive, and family-centred. Our early childhood educators are passionate about meeting the individual needs of every child while providing a safe, warm and nurturing environment.

During Child Care month in May 2021, we were thrilled to have our program recognized with an honourable mention for the *2021 Child Care Excellence Award* in the Inclusive Practices category.

The Centre provides educational practicum placements in nearly all our programs. This year, our childcare program had six early childhood education students continue their training and upgrade their certificates.

We provided a valuable work experience and practicum placement for five nursing students interested in pediatrics through a new partnership with Stenberg Community College.





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

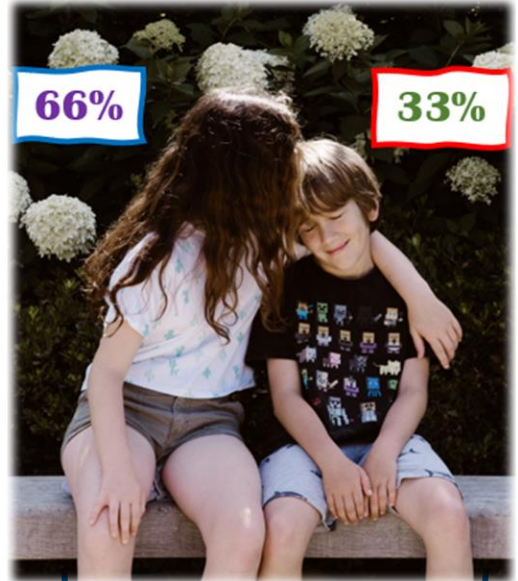
Sophie's Place worked with our partners to deliver high quality services to all those we supported. The number of children we served increased by 28%, for a total of 298. We also increased our outreach to community organizations.

Kathi Camilleri delivered the "Building Bridges Through Understanding the Village" full day workshop, continuing our journey of creating a culturally safe space. We also engaged Professor Jennifer Marchbank from Simon Fraser University to explore how we can support 2SLGBTQ+ youth and families. We added more welcoming, accessible and child/youth friendly media to our library, including story books that reflect Indigenous culture, art books for youth, and appropriate video games.

Sophie's Place outreach strategies, even during a pandemic, have increased community interest and the number of visit/tour requests. We were especially honoured to host the Assistant Deputy Minister for the BC Ministry of Public Safety and Solicitor General, and the Executive Director of Service for MCFD.

The Sophie's Place conference titled "A Multidisciplinary Approach to Child Maltreatment – A Path to Healing," was held February 15-16, 2022. The virtual event attracted 250 plus attendees from across the country, who found the conference informative, balancing lived experience and instruction. They indicated they would return for "more of everything" at a future date. The keynote speaker engaged attendees with his stories of survival.

Child Abuse Prevention Video: The Sophie's Place Child Abuse Prevention Video is now in use by Sophie's Place team members, community partners, and our recent conference attendees. The video is a vital outreach resource that we share with all who work with children to emphasize that child abuse prevention is a community responsibility. We are adding subtitles to the video in three languages (Punjabi, Tagalog, and Arabic).



Girls 10
Boys 9
Average age of our child clients

298
Children 0-15 years old supported

2x
As many sexual abuse cases as physical abuse



Consultant & Trainer, [2013](#)

To Inspire

Our staff come to love each child as they grow through our programs. We are the lucky few who experience the innocent joy of our children who have the biggest hearts! We are here for them.

Come Touch His Cheek

*This child of mine you stare at so,
Please come closer so you will know
Just who my child is and what I see
when those sweet eyes stare back at me
I see no limits to my child's life
Although I know
It will be filled with strife,
I'm hoping that doors will open each day
I'm praying that kindness
will come his way
You look frightened?
You tremble with fear?
Come, come closer
touch him my dear
Touch his cheek so soft
so sweet
Be one of those people
he needs to meet
Someone who will look
and hopefully see
The skill, the talent,
The ability
Please come closer
Just touch his cheek
And when you do
you will see
this sweet, sweet child
is no different
than you or me*

— Gary Shulman, MS.Ed, Special Needs

To Thank!

The Centre for Child Development’s mission is to help children with special needs reach their potential. This includes the goal of helping as many such children as possible- as our report shows the need is great.

We could not succeed in our mission without our families, government partners, corporate supporters, donors, Board Directors, volunteers, and dedicated staff. We are very grateful for your support, which makes such an incredible difference in the lives of the children we serve.



99 Nurseries
 100 Women Who Care Fraser Valley
 Andy Bhatti
 Anthony & Mary Martin
 Alpin Martin
 Arnold & Anita Silber Family
 Foundation
 Aspen Developments
 Authentic Brands Group
 B & B Contracting Ltd.
 Bartl Alter Ego Trust
 Beech Westgard Developments Ltd.
 Century Group
 CHIMP - Charitable Impact
 Foundation

CIBC
 City of Surrey
 Coast Capital Savings
 Derrick Watts
 Djavad Mowafaghian Foundation
 Ed Fujii
 Envision Financial
 G&F Financial Group
 Hans Trucking
 Jasveer & Inderjit Gill
 John Volken Foundation
 Kuldeep & Jasveer Gill
 MacLean Family
 North Surrey Lions
 Ralph & Lorraine Berezan

Ram Construction Inc.
 Sandra Dyck
 Rachel Dyck
 SCS Consulting Corp.
 Surrey Fire Fighters’ Charitable
 Society
 Surrey NOW-Leader
 SurreyCares Community Foundation
 The Benevity Community Impact
 Fund
 The Charles Johnson Charitable Fund
 United Way of The Lower Mainland
 Value Property Group
 Warner Bros. Television Group -
 Superman & Lois



Heartfelt thanks to our volunteer Board Directors of both The Centre for Child Development and the Child Development Foundation of BC for their stewardship.