

70 years of incredible growth!

# 2022-23 | Annual Report

## The Centre for Child Development of the Lower Mainland

South Fraser's Centre of Excellence for Children's Medical Rehabilitation & Child Youth Services

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THE CENTRE FOR CHILD DEVELOPMENT of the LOWER MAINLAND

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# 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.



# Message from Our Chair and CEO





Mary E. Martin Chair, Board of Directors



Gerard Bremault, MSW, RSW, Chief Executive Officer

Our 70<sup>th</sup> year has truly been a year of incredible growth!

The Centre served **nearly 5,700 children**, **UP 44.4%** from serving 4,000 children last year.

That's on top of last year's 34% increase to just under 4,000 children!

The Centre started in 1953 with a small group of community minded parents who saw a need to help children with disabilities access the care they needed to reach their potential. They would be so proud to know how their legacy continues to be honoured!

We are grateful to the BC Government's Ministry of Children and Family Development (MCFD) which provided additional funding for supported child development enabling us to hire more staff and serve more children, substantially reducing our waitlists.

Nonetheless, there is much more to be done. In our presentation to the Select Standing Committee on Finance and Government Services for the Budget 2024 consultations, we noted that in the ten years from 2011/12 to 2021/22 our clients increased by 93%, our intake team processed 112% more referrals, our early intervention occupational therapists' case load increased 59% with new referrals up 92%. We advised that we need an additional 42 FTE therapists to keep up with demand. Our staff have worked hard to serve as many children as possible, especially in the all-important early years, but

children's needs far outstrip even our significant growth.

We currently estimate that there are 30,756 children (0-19 years of age) with a disability of any type across the South Fraser who could benefit from The Centre's services.

We held many strategic sessions to prepare for MCFD's family connection centres this past year. With the highly professional, supportive, comprehensive, and integrated services that we deliver, The Centre for Child Development has long been acknowledged by our funders and donors as the South Fraser's Centre of Excellence for Medical Rehabilitation & Child Youth Services. Regardless, we continue to work on improving the scope and benefit of services we can offer to children and families. This effort was recognized by the international accreditation surveyors from the Commission on Accreditation of Rehabilitation Facilities (CARF) when they arrived mid-January 2023. We have been accredited at the highest levels of Medical Rehabilitation and Child & Youth Services by CARF since 2004 as one of BC's first 100 accredited agencies and one of the very few in Canada to attain this type and level of accreditation. We have again successfully achieved the maximum three-year Accreditation, which is exceptional in the context of COVID19's impact since 2019 (for more information, see <u>Accreditation</u>).

As we celebrate our 70<sup>th</sup> anniversary throughout 2023, we are mindful of not only how many more children need us, but how diverse their needs are. Our community is rich with many

cultures and languages, including a large urban Indigenous population. We continue to grow in knowledge and engagement with people from around the world. We work to understand and address the historic Indigenous specific racism that continues to pose barriers to service to this day. Our learning journey in collaboration with Indigenous Elders took an important step forward and taught us the significance of the Welcome House post we unveiled together with our partners, staff, and children (for more information, go to <u>Our</u> <u>Commitment</u>). Our nearly 200 staff continue to learn and grow through training workshops to better understand and respond appropriately to the needs of Indigenous children and families.

We also continue to offer services that are significantly Donor Funded: our Recreation Therapy, Equipment Team, Casting & Splinting Team, and our Feeding & Nutrition Team with many thanks to our donors. We offer these services free to our families as they are necessary for the care of their children and could otherwise pose a financial burden.

We take our fiscal responsibilities very seriously. Our founding parents worked hard for every penny to build The Centre and endured many financially difficult times. We believe they would be delighted to know that **their** Centre has operated in 'the black' for 23 years with this year's total revenue growing to \$16.2 million and net revenue of \$208,300 from its humble beginnings in the 1950's (Total budget of \$6.3K and a net loss of \$319 per 1957/58 Annual Report www.the-centre.org).

In the years to come, we will continue to honour the spirit of our founding families to meet the needs of the children and families in our community. We know there will be more challenges to grow services to meet the needs of the rapidly growing population of the Fraser South region. As our International CARF Accreditors stated:

"The staff and leadership are complimented on their efforts during the pandemic to continue to serve individuals in person, even when others were closing programs. Persons served and their families are grateful that The Centre was there for them during that difficult time."

We will continue to proactively evolve, adapt, and innovate together with our partners' support.

We are grateful for the guidance and support we receive from our Centre and Foundation Board Directors, with special acknowledgement of Foundation Chair, Dylan Van Rooyen, and the community leadership of the Surrey Firefighters' Charitable Foundation.

We thank our executive team and staff for their teamwork and grit in delivering innovative solutions to support our children and families through such incredible growth.

 $\sim$  Mary Martin & Gerard Bremault  $\sim$ 

### The Leadership Team

Our Centre is fortunate to have the leadership and guidance of talented and skilled business and community leaders who work to ensure our children thrive with dignity and respect in all aspects of their lives.

### **Board of Directors**



<u>Mary Martin</u> Chair



Sandra Dyck Director



Brian Mayhew Vice Chair



<u>Raminder Pooni</u> Director



Marcelo Bohm Treasurer



Tyler Saito Director



Ravi Singh Secretary



<u>Sam Sidhu</u> Director

**Executive Team** 

<u>Gerard Bremault</u> Chief Executive Officer

<u>Karen Edwards</u> VP, Medical Rehabilitation Services

Dr. Brian Katz VP, Child and Youth Services

<u>Judy Mann</u> VP, Business Development

<u>Judith Reaugh</u> VP, Communications and Governance Kagnew Asaye Chief Financial & Risk Officer

Daljit Gill-Badesha VP, Community Health & Childcare Partnerships

Dr. Alison Laswick Senior Medical Consultant

<u>Anne Peterson</u> VP, Strategy & Performance Management

Amarjit Sahota VP, Sophie's Place CYAC

Photos throughout the annual report are royalty free from unsplash.com or from our archives.

# International Accreditation 2023

In January 2023, CARF International conducted a two-day accreditation survey at The Centre for Child Development's invitation and in accordance with MCFD requirements. We are pleased to advise that The Centre has successfully achieved the highest level of accreditation, as it has done continuously since 2004. CARF is an international non-profit accreditor of health and human services that promotes quality, value, optimal outcomes, and continuous improvement of services centred on enhancing the lives of our children and families.

#### What the surveyors had to say:

"The Centre... demonstrated substantial conformance to the standards [and] extraordinary resilience over the past several years as it responded to the challenges created by the Covid-19 pandemic and proposed changes to [MCFD] requirements."

"Personnel throughout the organization are enthusiastic and passionate about providing the very best care for the persons served and their families."

"The organization is led by a team that is knowledgeable and passionate about its mission to serve the children and families in Surrey... and the surrounding communities..."

"The leadership team has a high level of experience and provides stability to a growing workforce. The team members are commended for their work."

"Youth served, families, and other stakeholders all complimented The Centre on its ability to communicate with families in a manner that is respectful and understandable... this resulted in families engaging in treatment who otherwise may not have."

"Stakeholders were unanimous in their praise for the organization and its cultural agility. They indicated that the focus on improving cultural awareness and inclusion is a value that is continually being operationalized."

The brochures and flyers are colourful, are easy to read for all populations, and present the organization's programs and services ... that communicates to the public. "The physician for the Feeding & Nutrition Program ... is passionate about the work with the persons served and their families... The clinical knowledge is valuable and a good addition to the organization."

"...staff members are commended for their tenacity and investment in the services they provide... even during difficult times. They are knowledgeable of their programs and processes and take pride in the work they do. It is obvious that they are committed to the success of the persons served and families."

"The staff and leadership are complimented on their efforts during the pandemic to continue to serve individuals in person, even when others were closing programs. Persons served and their families are grateful that The Centre was there for them during that difficult time."

"The organization is known for its strong partnerships with the communities in which it provides services."

"The strategic plan is comprehensive and welldesigned, positioning the organization for success."

"The Early Years Program demonstrates much promise for the future in developing training and coaching for other community partners. Although the program is small, its impact is great because of its model of sharing resources with other providers."

"All facilities were well decorated, with bright colours and a welcoming atmosphere for [children] and families."

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.



# 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.

Our new welcoming house post was designed and carved by Semiahmoo artist Leslie Wells and unveiled in June 2023 with the guidance of Chief Harley Chappell, Indigenous Elders, and MCFD's Vanessa Hickman who assisted our event coordination team.

The eagle protects children and their families as a guardian spirit; the child represents the work that The Centre does to welcome and support children; and the small helping hands at the bottom represent the work The Centre and community does to create change for children and youth, particularly with Sophie's Place.

The house post is part of our ongoing journey to learn, respect, and create culturally safe spaces for Indigenous children and their families. We are honoured and very grateful for this beacon of hope and welcome for all children and families.

~ The Centre Team ~

Karen, VP Med Rehab & Micah, Early Years Navigator, at the National Indigenous People's Day event in Surrey.



CHILD DEVELOPMENT



Several of The Centre's childcare children unveiled the welcoming house post.

# Serving the South Fraser Region since 1953

Our more than 16 services support 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 rare or unique such as our Recreation Therapy, Feeding & Nutrition Team, Casting & Splinting Program, and Sophie's Place. For these, we are grateful in large part for the donations and sponsorships of generous supporters.

We serve children in person in more than 350 locations across 5 cities while also extending virtual support across BC. We simply "go" where children need us in their daycare, home, school, online, or in any one of our locations.



## Accessibility

The Centre and the Government of BC acknowledge the Science of Early Child Development:

The period from conception through the first 3 years of life is a time of very rapid development for the brain and other biological systems. Evidence shows that a child's earliest experiences, in the womb and in the first years of life, affect how genes are expressed and how brain connections are built. The quality of a child's environment, the nurturing, and the responsiveness of adults is vitally important for shaping brain architecture. MCFD link re: Science of Early Child Development (sidebar)

Given the importance of early intervention to child development, we developed a hybrid service model within weeks of the start of the pandemic. The primary drivers for determining whether sessions should be in-person or virtual 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? The model gives us the ability to pivot from an in-person session to online if circumstances for the family require it, such as if they are unwell or face other challenges. We want to make sure no child loses 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's needs and the family's situation.

Families can face multiple challenges to 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.
- 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 respond to the needs they are experiencing. We will continue to innovate to serve all our child-clients and their families better.

## Anticipating Population Growth and Support Needs

We annually review the population growth of the region and calculate the need for our services. Due to our ongoing monitoring of regional needs and our waitlists, we have received funding to engage more staff to increase our capacity to serve more children. As a result, we experienced a 45% growth in our services this past year. However, the population of the region is fast outgrowing even our expanded abilities to serve. The following few graphs illustrate how increased population translates into increased children with mild through severe disabilities.

#### Quick 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 from Statistics Canada and other peer reviewed sources. The sampling of our work to anticipate growth in age group cohorts and in South Fraser cities are included below. We do this so that we can, with supporting evidence, determine how best to allocate our staff and resources to support the communities we serve.

- a. **Children 0-19 with Any Disability:** there is an overall estimate of 30,756 children (0-19) in 2022-23 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. Of these, approximately 11,000 will have moderate to severe disabilities.
- b. The rate of growth of the five cities comprising the Fraser South region over the next 20 years is mixed with Surrey growing the fastest and Delta/White Rock growing the least. Overall, using BC Statistics estimations of populations, this is the fastest growing region in BC and will be for the foreseeable future. As it is, the Fraser South region has 20% of all children 0-18 in BC in all cohort age groups.

"When we are experiencing difficulties providing daily support to our child with disabilities, your centre is what we consider a lifeline. We have encountered many difficulties with our child's school and managing a child with disabilities together with the need to learn more on how to be effective care givers. Your centre's staff and our ... Worker have provided a great amount of family support and education to make a huge difference in our child's day to day life and ours. We can't thank them enough."

### A Growing Fraser South Region

The Fraser South region is comprised of five cities: Surrey, Langley City, Langley Township, Delta, and White Rock. Although The Centre does serve children and families beyond this region, we operate most of our contracts within the MCFD service area of Fraser South. Therefore, the graphs and comparatives below use primarily MCFD and BC statistical data.

We monitor and analyze this data so that we can proactively plan for where our resources will be most impactful, whether it is planning for early intervention or anticipating increases in school support.

**Graph 1: MCFD Population per Service Delivery Area** When compared to MCFD's service delivery areas throughout BC,<sup>1</sup> there is no question that the Fraser South region has the largest proportion of 0–18 year-olds, the largest school age population, and the most 0–5 year-olds served by MCFD in the province.



<sup>&</sup>lt;sup>1</sup> Province of British Columbia, Ministry of Children and Family Development, Who We Serve SDA Demographic Data, calendar year 2022, accessed July 2023, <u>https://mcfd.gov.bc.ca/reporting/about-us/who-we-serve</u>

#### Graph 2 and Graph 3: Anticipated growth rates for BC and the South Fraser Region Uses

2021 census as a starting point. The solid red line demonstrates that for age cohorts (0-18) through to 2045 (as far out as the BC estimator will go<sup>2</sup>), the South Fraser region will continue to have a higher rate of growth than BC overall.



The growth for the South Fraser region is driven by the anticipated growth in population for Surrey and Langley, as demonstrated by **Graph 4: % Rate of Population by City & Age Cohort** from 2021 (as a starting point) through to 2045 (as far as the BC estimator will go).

And as illustrated, the overall population growth in the region is faster than BC overall.



<sup>&</sup>lt;sup>2</sup> BC Statistics population estimator tool <u>https://bcstats.shinyapps.io/popProjApp/</u>

Graph 5: Projection of Children with Disabilities in the Fraser South Region is estimated using a variety of Statistics Canada studies to determine the rate of mild through severe disabilities for 0-19 age cohorts.



However, we note that the last definitive study on children with disabilities was done 17 years ago by Statistics Canada (StatsCan) in 2006.<sup>3</sup> 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 from those used by MCFD making comparisons difficult at best.

The last pan Canada study on disabilities was released by Statistics Canada in 2017<sup>4</sup> 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 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

<sup>3</sup> Statistics Canada Study "Disability in Canada: A 2006 Profile" <u>https://www.canada.ca/en/employment-social-development/programs/disability/arc/disability-2006.html</u>

<sup>4</sup> Statistics Canada "*Canadian Survey on Disability, 2017*" <u>https://www150.statcan.gc.ca/n1/daily-guotidien/181128/dq181128a-eng.htm</u>

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)<sup>5</sup>.

Using a conservative interpretation of the rates found across these studies, we estimated projection of need by multiplying the population of children in a cohort, N, with 15% of all children with support needs, of which 38% have severe support needs.

In 2022-23, the estimate is 30,756 children in the Fraser South region have mild through severe disabilities, of which, approximately 11,000 will have moderate to severe challenges. Projecting twenty years into the future, the estimate is that there will be 38,125 children with support needs in the region.



<sup>5</sup> 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: <u>https://doi.org/10.1542/peds.2019-0811</u>

# Services Overview

The Centre's staff know that there are many children requiring our services and have responded by providing care through in-person and virtual sessions, family support groups, in homes, childcare centres and schools. Since pandemic restrictions were lifted, we were able to substantially reduce our waitlists for supported child development services with additional support from MCFD funders. Further, our Early Years program substantially increased their services for family support groups and navigational services. The Centre's staff also work diligently to serve as many children as possible and were able to **increase the number of children served by 44.4% to 5,693**.

## Centre Services Summarized

Most of our children require multiple services throughout their time with us due to the severity and complexity of their needs. Each child's support needs are assessed and identified to create a truly unique response to the child's and family's specific needs.



We are constantly adding to and adjusting our service programs to meet the needs of our children and their families. Please visit <u>the-centre.org</u>, to see what we provide and who to connect with if you have questions about how we can help.

### Intake

## 5,680 Referrals processed by The Centre Intake Team

In the 2022-23 fiscal year, The Centre's Intake office processed 2,534 referrals requesting 3,351 services for children who will be served at The Centre. An additional 3,146 referrals for children in need of speech-language pathology services were processed by the Intake team and referred to speech-language services throughout the South Fraser. The number of referrals processed by the Intake team increased by 14.4% compared to 2021-22. Combined, The Centre's Intake team processed a total of 5,680 referrals for service requesting 6,497 services in 2022-23.

The Centre is contracted by the Ministry of Children and Family Development (MCFD) to coordinate requests for speech-language pathology services in the South Fraser region (Surrey, Langley, Delta, and White Rock) for children ages birth through school entry.

As with all our programs, however, we have seen a substantial increase in need between fiscal years 2011/12 and 2022/23, while resourcing has struggled to keep pace. Speech program referrals have increased by 123%, particularly exacerbating that challenge. Nonetheless, our dedicated staff continue to process all requests for the South Fraser Region to the best of their ability.

Families and professionals submit requests on a standardized form to the central speech office. Referrals are processed and distributed to partner agencies—North Delta Health Unit (NDHU), Langley Health Unit (LHU), South Delta Health Unit (SDHU), North Surrey Health Unit (NSHU), Surrey Early Speech and Language Program (SESLP), Reach, and The Centre—based on geography and The



**Graph 6: Total Intake Referrals** includes both referrals for speech (blue) and for Centre services (orange). Combined they will exceed 6,000 per year by the next fiscal year.

Centre for Child Development's specialization serving children requiring multiple therapies.

Graph 7: Distribution of Central Speech Referrals

by Partner outlines the distribution of referrals to partners during Fiscal Year 2022-2023. MCFDfunded programs (Reach, The Centre, and SESLP) received 58% of the referrals for service while Fraser Health-funded programs (NDPHU, SDPHU, LHU, NSHU) received 42% of the referrals.





#### Graph 8: Central Speech Referrals for Service by Referral Source provides a snapshot of the most common types of referents to the central speech program. Most referrals to the program, at 66%, are made by physicians.

"Well the group sessions are the best way to help everyone or every parent who cannot openly tell their experiences and situation to those who don't have a child with ASD. Sometimes you can relate and give some ideas too in a group conversation. It [is] a matter of expressing your concerns, feelings and suggestions and it was nice ... talking to the group. [Exchanging] opinions can help a lot to be able to know what are some of [their] children's behavior and how ... they manage it. So I can say group sessions [were] very helpful."



## Who We Served

## 5,693 Children & Families served in 2022-23

In the past fiscal year, 2022-23, we served nearly 5,700 children, of whom ~6% identified as Indigenous. The Centre's children and families are

3%

very diverse, as are their needs. These charts provide a snapshot of those children and their families.



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Portugese 1%

# Program Descriptions and Outcomes

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.

With a few exceptions, 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

We are fortunate to have the services of a Senior Medical Consultant, Dr. Alison Laswick. Dr. Laswick provides The Centre with the following:

- Provides agency-wide medical guidance, on behalf of the CEO, to aid the provision of medically indicated services to meet children's needs.
- Reviews and recommends medical policies for The Centre in compliance with standards set by the Commission on Accreditation of Rehabilitation Facilities (CARF).
- Provides medical consultation to child and family centered intra-disciplinary care teams.
- Provides direct & indirect consultation/assessment to Feeding & Nutrition Team clients and additional consultation to other Centre professionals see Feeding & Nutrition Team 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.
- Provides specialized consultation to The Centre's Supported Child Development program as needed.
- 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) is led by Dr. Brian Katz, Vice President, Child and Youth Services. It encompasses 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 CYS also includes The Centre's Intake team and the regional Central Speech Referral Service (for more information go to INTAKE).

In 2022-2023, staff continued to provide a hybrid model of virtual and in-person service. Families can choose what works best for them and their situation by having more options to access services and support sessions. The hybrid model has enabled our staff to meet the high demand for family mental health services across a range of needs.

Highlights from 2022-2023 include:

- The demand for mental health services continues to significantly increase at The Centre. The waitlist for mental health services increased 39% between the previous fiscal year and 2022-23. Over the past three years, the waitlist for mental health services has increased by 152%.
- Our mental health program continues to innovate to meet the increased demand for services. Program efficiency increased 21% in 2022-23 over the previous year. Our mental health team is also expanding our group offerings which provide more spaces for families.
- The Early Years program continued to deliver both empirically validated groups such as "Incredible Years" along with curricula which we have developed in-house to meet the needs of our families. This includes our highly successful "ASD and Me" group for parents of children with a confirmed or suspected diagnosis of Autism. During our recent CARF survey, the surveyor was particularly impressed with the groups which were developed by our Early Years team.

### Psychology and Family Services

The Department of Psychology and Family Services includes mental health services, parent support, key workers, and family services programs.

The Psychology program supports children who have both a developmental disability and a significant behaviour and/or mental health concern. Centre psychologists and mental

health clinicians work with clients and families to help them learn skills so that they can deal with issues such as anxiety, depression, and behavioural problems.

The Parent Support program assists caregivers of children with disabilities achieve developmental tasks such as sleeping and toileting which may be more difficult because of the child's disability. 844 Children served 24% increase over last year

9,883 Hours of client service 16% increase Family Services help families navigate the healthcare system, to advocate, and to apply for specialized needs funding such as equipment or home renovations.

The Key Worker program works with families with a child or youth affected by Fetal Alcohol Spectrum Disorder or a related neurodevelopmental disorder (NDD). Key workers support families with education about NDDs, link clients with appropriate community services, provide expert training to other professionals such as counsellors, teachers, and police about working with children with an NDD, and assist families advocate for their children.

The ages of clients served in the Department was:

0-3 years old 8% 4-6 years old 44% 7-9 years old 7% 10-12 years old 21% Over 12 years old 6%

The average point decrease on Behavioral Assessment System for Children (BASC-3) after receiving services from a Centre psychologist or mental health clinician is 14. This indicates that clients experience significantly less behavioural and mental health problems due to our services.



### Early Years

190 Children served per month An increase of 37% over last year

## 7,353 Hours of client service

Located at our Early Years Hub in Newton, Early Years provides a lowbarrier program for all families with children ages birth through six years old. Families in the Early Years program can meet with a navigator to be connected with appropriate community services such as childcare

or housing, attend one of our early child education groups, or participate in one of our parent support groups.

The Early Years program actively collaborates with community agencies such as libraries, food banks, and charitable organizations, especially those that service immigrant and atrisk communities, to partner on delivering service to vulnerable families with young children. The Centre's Early Years team works in close partnerships with Indigenous agencies to ensure we are providing culturally safe and appropriate services to Indigenous children and families.

In 2022-23, the Early Years program served an average of 190 clients per month, an increase of 37% compared to 2021-2022 for a total of 7,353 hours of service to children and families.

## Medical Rehabilitation Services Division

The Medical Rehabilitation Division, led by Karen Edwards, Vice President, Medical Rehabilitation Services, includes Occupational Therapy, Physiotherapy, Communication Therapy, and Recreation Services departments, along with several specialized services. We have explored a number of different service models to increase our ability to meet the needs of our rapidly growing waitlists for occupational and communication therapies.

We have partnered with CanChild, housed at McMaster University, to implement the use of 'F-words.' Staff have undergone training on F-Words (Function, Family, Fun, Fitness, Friends, and Future)<sup>6</sup> as part of our continual learning and improvement. The focus is to use words and terms that children and families understand when developing individual goals for each child. We are implementing the new format in the 2023-24 fiscal year and monitoring our progress throughout the first year. We are very fortunate to have CanChild experts work with us during the transition.

### Communication Therapy

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 SLPs emphasize strategies that families and caregivers can learn and use in everyday environments.

Groups offered this past year:

a. **Songs & Rhymes, Spring 2022** Families were provided with an individual session prior to the group and given visual resources (song boards/removable picture symbols). This helped families and the SLP consider what goals and skills to focus on for the group sessions.

1,261 Children served 36% increase over last year

> 623 New children 56% increase

- 9,199.25 Total client hours 13% increase
- b. **More Than Words** This online group is a parent-training program for autistic children or those awaiting diagnosis. The Fall 2022 group was held in the morning, while the Spring 2023 group took place in the evening, which gave families with different schedules an opportunity to attend the program.

Feedback from parents is always very positive—they have a chance to learn the skills needed to promote communication and interaction skills, gain more confidence and knowledge of what ASD can mean and how to help. Most importantly, caregivers meet other parents who "get it."

To address the increasing number of referrals received (an average of 2-3/day) and to ensure those entering kindergarten in September 2023 be seen by an SLP, a service delivery model of offering 3-4 sessions plus invitations to parent groups was implemented for the children born in 2018.

<sup>&</sup>lt;sup>6</sup> CanChild, Research in Practice, Welcome to the F-words Knowledge Hub. <u>https://canchild.ca/en/research-in-practice/f-words-in-childhood-disability</u>

### Occupational Therapy

1,575 Children served 9% increase

> 630 New children 2% increase

17,813 Total client hours 9% increase The Centre's Occupational Therapists assist children and youth to be as independent as possible in all their activities of daily living including self-care, play, and schoolwork. OTs provide monthly consultation to the Supported Child Development Practically Preschool group.

We continue to provide a consistent balance of both virtual and in-person appointments, as determined by family need and preference.

We also continue to partner with the Neil Squire Foundation's Makers Making Change program. They are very responsive, designing and making switches and switch toys for our families. This past Christmas, they donated 50 switches and switch toys that we were able to give to our families.

Switches and switch toys are expensive, and our families were thrilled by the generosity of these gifts. We also received a generous grant and were able to purchase a variety of different switches, which we can now trial with the children we work with.

Our specialized sensory programs continue to provide a necessary and valued service. Our Early Intervention Sensory OT continues to offer individualized sensory services to children and run workshops for other service providers.

### Physiotherapy

The Centre's physiotherapists help children develop their movement, balance, and coordination skills to enable them to participate in daily family life and in school, community, and recreational activities.

We aspire to help children develop their gross motor skills including movement, balance, and coordination so that they may participate with their **family** and **friends** to the best of their abilities. We find **fun** ways for our children to improve their **function**, e.g., running, jumping, playing, and keeping them active helps them improve their **fitness.** Our unique Outdoor Assessment Lab has greatly contributed to the natural play space for children to practice and develop their skills.

As we review and set goals with families, we endeavor to incorporate the parent and child expectations and dreams for their **future**. 1,221 Children served 8% increase

472 New children 13% increase

15,168 Total client hours 25% increase

### 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 region that would be otherwise difficult to access.

### Casting & Splinting

Customized casts and splints are made on-site to improve the function of a child's limbs and provided to families free thanks to the continued support of the Ken McBain Legacy Fund and the Charles Johnson Charitable Foundation.

This program is unique to The Centre for Child Development. Children grow and change frequently, requiring regular (and expensive) changes in their support splints. Our onsite team can keep pace with their development and growth, creating and customizing as many splints and devices as the child needs with no cost to families. On occasion, the OT and PT therapists on the team will make recommendations for a commercial option, which they will then customize for comfort and continued prevention of deformities.

The team also takes on the challenge of finding splinting solutions for children and youth who are having difficulties with their daily activities.

Recently the Casting & Splinting team has collaborated with both the Equipment Team and school consultants to create unique individualized splints and adaptations to allow our older clients to participate in more recreational activities, such as sledge hockey.

## 88 Children served, an increase of 28%

68 New children, 45% increase

595 Total client hours, 73% increase

### Feeding & Nutrition Team

We are the only child development centre in BC with an intra-disciplinary Feeding and Nutrition Team (FNT) that provides assessment and consultations for children with neurodevelopmental disabilities. These children have oral motor and swallowing difficulties that contribute to compromised safety and/or nutritional intake and we provide the necessary <u>Senior Medical Consultant</u>, dietary, occupational therapy, and speech and language pathology support. The FNT is an intensive program for our most medically involved clients. Most new clients require all four disciplines at the beginning of their service. Following the initial assessment and recommendations, clients may continue to receive follow-up appointments to address their complex needs. Our team embraces continuous learning to provide excellent service with evidence-based practice. This year, our team members attended Feeding Matters, a virtual international

### 133 Children served

36 New children

1,890 Total client hours 16% increase pediatric feeding disorders conference. As part of our continuous learning, we have participated in a new monthly provincial feeding interest group that explores best practice based on case presentation and discussion.

Given the complexity of our medically fragile children, our team collaborates closely with our community pediatricians, physicians, and other 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**

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 and family.

The team monitors 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, such as the At Home Program, Variety, and other community funders.

Recently, the team has increased their collaboration with the Sunny Hill Health Centre positioning and mobility outreach team. This has increased the depth of knowledge and skill when creating unique custom seating and power mobility access for our clients.

108 Children served 7% increase 27 New children 4% increase 942.25 Total clíent hours 14% íncrease

"This is an opportunity for growth as a caregiver of a child with disabilities and anyone wanting to do better would benefit." "The Centre and its services is helping a lot of families, the [staff] are very responsible and caring I was very happy [for] this service and thanks a lot."



(147)

#### **Recreation Services**

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

Our unique pool is smaller and quieter than community pools, making treatment less stressful for children who have sensory sensitivities such as Autism.

It is fully accessible, allowing children with all mobility levels to participate in the pool and the warm water makes therapy easier for our children to move.

This year a long-standing member of our Recreation Department retired after 32 years of providing services to our children. Congratulations, Heidi!

Heidi was instrumental in keeping our pool open for many years and oversaw the complete renovation project several years ago.

The pool is supported entirely by fundraising and gifts from generous donors.

## Supported Child Development & Child Care Division

### Supported Child Development

The Supported Child Development (SCD) Department continues to expand its capacity to provide services and support inclusion opportunities for children with diverse abilities.

To meet the ever-growing needs of our community and region, recruitment continues to be a priority function for SCD. In the past year we have added eight new SCD Consultant positions to the SCD Team. An SCD consultant or

1,062 Children served

564 New children

192,192 Hours

support worker enables children to attend and participate in preschool, childcare, and school settings.

We added two new Support Teacher Supervisors to support and guide this large team. We continue to recruit and fill casual support staff positions and we have also added regular parttime positions for the support staff team to assist with retention and building a stable workforce.

In addition, we added new 2.5 FTE Senior SCD Consultant roles. The senior consultants will help community programs by providing the tools and resources they need to support all children within their programs. We anticipate that with our support, more private and not for profit programs throughout the region will be welcoming for children of all abilities.

To aid The Centre's Senior SCD Consultants in undertaking this new project, The Centre has entered into a partnership with Connecting Canada (GRIT) as the BC pilot site of a national program that uses a Pyramid Model framework providing practical tools to add inclusion and quality into our programs. The Centre's Senior SCD consultants will be the bridges for this national partnership implemented in Surrey and will work with community programs to help build capacity and understanding on how they can be more inclusive in collaboration with Connecting Canada (GRIT). The Connecting Canada partnership comes at no cost to The Centre and adds significant value to our service components and scope of practice.

And finally, disbursement contracts have significantly increased this year making it possible for more children to be able to attend programs in Surrey, thanks to enhanced funding provided by MCFD.

### Preschool and Child Care

Our early childhood programs include a preschool program, an Under 3 childcare program and a 3-5 childcare program that are inclusive and welcoming to children with diverse abilities. Our Early Childhood Educators work in partnership with our families to meet the individual needs of each child. All our programs are play-based and set up for all children to be successful.

### 63 Childcare children

### 35 Preschool children

We were very excited this past September to be able to re-open our preschool program, closed since the onset of the COVID-19 pandemic.

We continue to provide our families with \$10/day childcare or \$7/session for the preschool program

thanks to the Ministry of Education and Child Care and in support of the BC Government's plan for quality universal childcare in BC. Affordable childcare programs have a significant impact on the families we serve. Families are also eligible to apply for the Affordable Child Care Benefit which offers additional assistance to families with the cost of childcare.

During the 2022-23 fiscal year, we prioritized recruiting additional Early Childhood Educators.

As always, we seek individuals who are passionate about working with children with diverse abilities. The childcare team and the Supported Child Development Program (SCD) team work closely together to support a fully inclusive experience for children.

Our playground/outdoor assessment lab is continuously used by both the childcare programs and The Centre's medical rehabilitation therapists. The playground is set up to enable children of all abilities to experience outdoor play at their own level of development. The children look forward to spending time playing and exploring it every day! "My expectations for enrolling my child in this daycare were low because of the previous daycare my child was at. In the 1st month at daycare my child showed vast advancements. It is definitely the right daycare for my child with special needs."





**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

The Sophie's Place team has expanded to include a child and youth support worker to provide an additional support for families. She joins the VP, Sophie's Place, the coordinator, and the on-site mental health clinician. The SP team works together with The Centre for Child Development and Sophie's Place partners: the Surrey RCMP, the Ministry of Children and Family Development, the Ministry of Public Safety and Solicitor General, and the City of Surrey. Combined, we provide a safe harbour for children and youth to tell their story and be supported as they begin their healing journey.

Our on-site mental health clinician works with the caregivers to help a child or youth and their supporting caregiver to develop a stable environment and enhance their coping skills. In the past fiscal year, she supported 17 families, 15 of which were female caregivers. Each counselling session can range from 45 minutes to 1½ hours in length and are held biweekly. Clients typically attend between one to six sessions and often transition to "as needed" therapy support. Feedback regarding our counselling service has been consistently positive.

The coordinator and the child and youth support worker continue to ensure the child friendly spaces and family waiting room at Sophie's Place are welcoming and have up to date reading material and games. We will continue to adjust as needed in response to families' feedback.

This past year, the BC Network of Child and Youth Advocacy Centres, of which Sophie's Place is a member (the VP sits on the steering committee), published two significant reports.

The first, titled "Practice Principles," is focused on the overarching CYAC service delivery model. The principles are evidence based and the goal is to promote practice consistency across the province. The second is a Social Return on Investment (SROI) study. The results of the SROI revealed that **for every dollar** 

269 Children aged 0-15 years served

30.9% boys, 1.5% non-binary/other

invested in CYACs, approximately \$5.54 in social and economic value is created.

Sophie's Place continues to attract many visitors on an annual basis. This year was no exception as we had the pleasure of hosting Minister

Mitzi Dean, from the Ministry of Children and Family Development. The visit was well received with the Minister indicating how impressed she was with the range of services

provided by the Sophie's Place team and partner agencies.

Average age: 9.48

# The Centre Corporate Update

The historic snapshot on page two illustrates the tenacity of The Centre's founding families to grow an organization that responds to the needs of children and families in the Fraser South region.

For 70 years, The Centre has grown, changed, adjusted, re-adjusted, added new programs, and expanded successful services. The Centre sought and gained new sources of funding to create unique services and to build on the land that early Board Directors wisely acquired so that there is a place for children and families to come for service. Today's Board continues to work hard to plan for the future while ensuring The Centre's finances are sustainable.

As noted by the CARF surveyors (see <u>International Accreditation</u>), The Centre has a comprehensive and solid strategic plan that will support continued growth. Together, the Board of Directors and The Centre's executive team keep The Centre's mission at the forefront of all decisions: to help children with special needs reach their potential.

## 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 priorities and objectives.



### Strategic Outcomes for 2022-23

Client Experience	Corporate Resilience	Operational Excellence	Professional Development
<ul> <li>All complaints resolved to family satisfaction.</li> <li>Aggregated survey results:</li> <li>95.0% would recommend Centre.</li> <li>93.0% felt welcomed &amp; 94.0% felt respected.</li> <li>92.3% felt services were of value to child/family.</li> <li>91.5% felt confident in staff professionalism.</li> <li>93.8% expressed overall satisfaction with virtual sessions.</li> </ul>	<ul> <li>Surplus: \$208,300</li> <li>Current asset to current</li></ul>	<ul> <li>Information</li></ul>	<ul> <li>Staff performance</li></ul>
	liability ratio: 1.5:1 <li>Revenue from non-</li>	Management project	reviews ongoing as
	gov't sources: 10% <li>No loss of programs;</li>	ongoing. <li>Performance Indicators</li>	expected. <li>Staff education sessions</li>
	most programs	undergoing review to	(mixed topics)
	expanded their	capture extraordinary	evaluation aggregate
	capacity. <li>Number of unique</li>	growth in service	results <li>Good learning</li>
	clients: 5,693, a 44%	delivery. <li># Clients per FTE = 35.2,</li>	opportunity, 81.5% <li>Met expectations,</li>
	increase in children &	an increase of 9.4%	78.3% <li>Be able to apply</li>
	families served over last	over previous year. <li>Monthly avg waitlist:</li>	knowledge gained
	fiscal year.	210	75.1%

## The Centre's Finances

The Centre has operated "in the black" for 23 years in a row, and has provided a stable, sustainable, and resilient organization for each generation of children in the 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.

Total Revenue	\$16.2M
Net Revenue	\$208,300
Number of payment cheques processed on behalf of MCFD this past fiscal year	2289
Total Staff	191
New Hires	30

## Key Activities For 2023-25 Strategic Planning Cycle

We increased our family feedback tools this past fiscal year and will look for more opportunities to connect with families and our community partners in our next strategic planning cycle. Through conversations and snapshot surveys, we continually learn how we can adjust our services to help our children and youth function within their families and their communities, and how to support their families through that journey.

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 staff training over multiple years.

Overall, we will continue working to meet our objectives while seeking opportunities to expand and diversify our services and increase our professional staff to serve the region's ever-growing population of children who require our 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 the 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.

All other exec teams provide recommendations for the executive as a whole to consider as part of the ongoing strategic monitoring of The Centre's objectives.

#### Performance Management

The PM Team reviews 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 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, information technology, workplace concerns, and other operational "nuts and bolts" of The Centre. The team oversees the work of several subcommittees 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.

#### Child & Youth with Support Needs

The CYSN Team includes several VPs and our Senior Medical Consultant who 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 oversees the Senior Leaders Team and the regional teams.

#### **Communications & Marketing**

This team tells The Centre's story and our families' stories, so that those who help through donations and sponsorships know just how much they are appreciated.

The team oversees social media channels, website content, event marketing, brochures, marketing collateral, and all external media communications.

Other teams include the Survey & Quality Improvement Team and the Education Team plus ad hoc task groups as required, such as the House Post Coordination team.

# Thank you!

The Centre for Child Development's mission is to help children with special needs reach their potential. For The Centre, this means helping as many children as we possibly can by expanding our programs and increasing our staff and being innovative with how we deliver services. The need is great and continues to grow. We need your assistance to help meet our mission.

We are very grateful for the ongoing and very generous support of our families, corporate supporters, donors, Board Directors, volunteers, and dedicated staff.

Heartfelt thanks to our volunteer Board Directors for their stewardship.

And, most gratefully, many thanks go to our government partners.



