



2023-2024 | 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*



Land Acknowledgement

We respectfully acknowledge the ǫʷa:ńłəń (Kwantlen), xʷməθkʷəy̓əm (Musqueam), ǫíćəy̓ (Katzie), Semyome (Semiahmoo), scewəθən məsteyəxʷ (Tsawwassen First Nation), qíqéyt (Qayqayt) and kʷíkʷəłəm (Kwkwetlem) peoples on whose traditional territories The Centre for Child Development stands, and whose historical relationship with the land continues to this day. For more information: In Plain Sight Summary Report.

Our Commitment

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

Accreditation



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. The Centre has been fully accredited since 2004.

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CRA# 10764608 RR0001

Photos: [unsplash.com](#), [freepik.com](#), *The Centre archives.*

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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

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

Serving **over 5,700 children!**
The Centre celebrates it's **70th Anniversary** of serving & empowering children with special needs!

2024

Serving **7,089 children** with special & support needs in 353 locations!



Our 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

The Centre: going above and beyond to help children and their families since 1953.

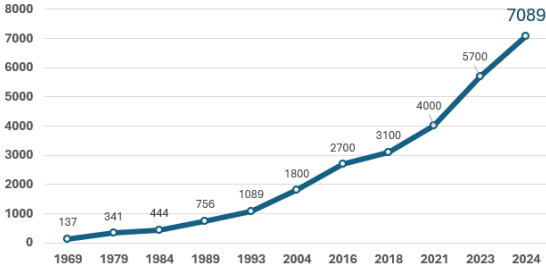
The Centre’s overarching story since 1953 is going above and beyond, innovating to help children and their families *through direct services and fostering inclusion.*

The Centre for Child Development is now serving a **HUNDRED TIMES** as many children as 70 years ago. We have grown from serving hundreds to **over 7,000 children** with special needs last year! But the need for our services is continually increasing. We received nearly 7,000 new service requests last year!

Over the past 70 years we have developed unique services that are accessible and welcoming for all children and families. Our “one stop shop” reduces barriers and develops creative, coordinated, collaborative and integrated services. We have:

- A feeding and nutrition team that supports some of our youngest and most medically fragile children so they can survive and thrive
- Free custom therapeutic casts and splints which we fabricate to reduce financial burdens on our families
- An equipment team that tailors seating and mobility solutions to enhance children’s equitable participation with their peers
- Supportive and Inclusive childcare settings for children with disabilities
- Free interpreter services for all children and families to ensure access to all – a valuable service in a region where more than 40% speak a language other than English at home
- Sensory friendly spaces including our hydrotherapy pool, treatment/therapy spaces, playroom and reception
- Barrier free access and connection for vulnerable young children and families to the care they need through our Early Years Program’s skilled navigators
- Early adoption of innovations in service delivery to support as many children as possible and maximize our impact through a blend of:
 - virtual sessions
 - in person sessions
 - clinic days for children who need short term support before transitioning into kindergarten

Children Served/Year



Feeding & Nutrition Team



Casting & Splinting



Early Years

- groups, parental support and education sessions including drop-in groups for families whose first language is not English.

Every child we serve has their own unique journey. Our highly qualified, specialized and deeply caring medical rehabilitation professionals are proud to support that journey. We do that in partnership with their family, extended family, caregivers, and friends within the richness of their culture, language and heritage.

We are grateful for the confidence and trust of our funders and community partners who dream big and work hard with us to support even more children and families. Together, we have achieved **24 years of continuously balanced budgets**; this year with an increase of 13% to \$18.3m.

We are grateful for the guidance and support we receive from our Centre and Foundation Board Directors, with special acknowledgement of the Foundation Chair, Rachel Dyck, 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.

Mary Martin & Gerard Bremault



Mary E. Martin
Chair, Board of Directors



Gerard Bremault, MSW, RSW
Chief Executive Officer



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.



Mary Martin
Chair



Brian Mayhew
Vice Chair



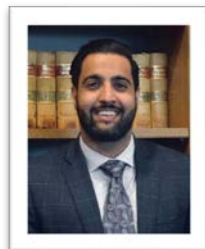
Marcelo Bohm
Treasurer



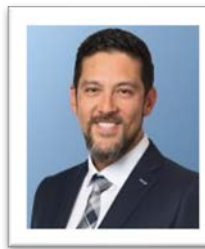
Raminder Pooni
Secretary



Sandra Dyck
Director



Robin Jawanda
Director



Tyler Saito
Director



Sam Sidhu
Director



Ravi Singh
Director

Gerard Bremault
Chief Executive Officer

Kagnew Asaye
Chief Financial & Risk Officer

Karen Edwards
VP, Medical Rehabilitation Services

Rebecca Mitchell
VP, Supported Child Development & Child Care

Dr. Brian Katz
VP, Child and Youth Services

Anne Peterson
VP, Strategy & Performance Management

Dr. Alison Laswick
Senior Medical Consultant

Judith Reaugh
VP, Communications and Governance

Judy Mann
VP, Business Development and
Acting VP, Sophie's Place

Highlights From this Past Year

We hinted at the most significant event of the 2023-24 year in the 2022-23 Annual Report – the unveiling of the Indigenous House Post at The Centre’s 140 Street facility. Over 100 attended including leaders from all levels of government, First Nations and Indigenous agencies, community leaders, and, of course, The Centre’s children.

The House Post symbolizes the eagle protecting the children who find help here at The Centre and supports the work we do.

For the past few years, since the release of the [In Plain Sight](#) report on Indigenous specific racism in health care settings, The Centre has embarked on a journey of humility and learning to ensure support for Indigenous families are provided in culturally safe spaces. Some of that learning is challenging. Some of it is eye-opening. Some of it is heartbreaking. There will be more workshops in the future.

We have engaged the services of Indigenous Elders to provide guidance and advice for Sophie’s Place and The Centre. We repainted Sophie’s Place in response to their recommendations and have commissioned a short, animated video developed by an Indigenous production company that explains Sophie’s Place to Indigenous families

The Centre is also working with other cultural organisations to establish shared understanding and support for families. As part of this work, we have begun a yearlong deep exploration of family expectations. This work supports our commitment to all children and their families

Top: First Nation Instructor Len Pierre leading a workshop on Indigenous-specific Trauma.

Bottom: City of Surrey Mayor Locke, The Centre Board Members, Centre CEO, at the House Post unveiling ceremony led by Semiahmoo Chief Harley Chappell.



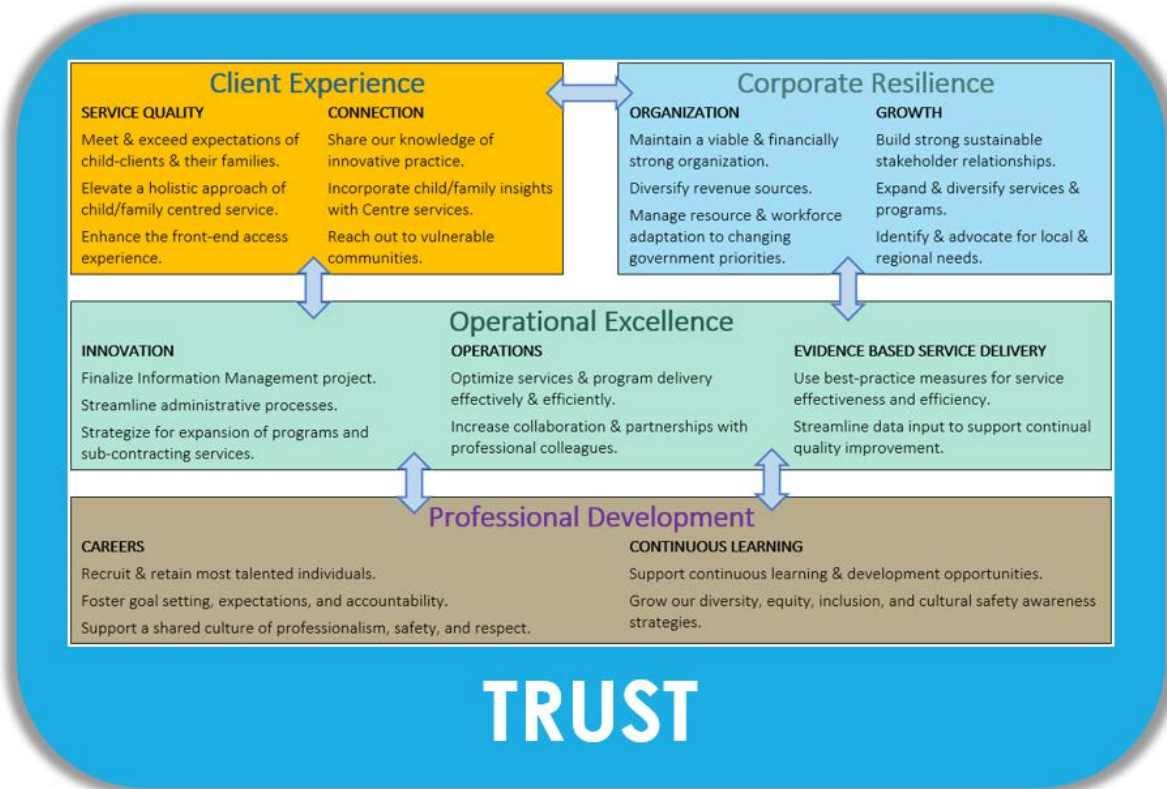
Strategic Summary

For over 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 The Centre’s early boards wisely acquired for a place for children and families to come for service. Today’s board continues to work hard to plan while ensuring The Centre’s finances are sustainable.

As noted by the CARF surveyors (2023), 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.

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.

The Centre has operated a balanced budget for 24 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.



Corporate Outcomes

Below are the 2023-24 outcomes for **Corporate Resilience** and **Professional Development**. Summaries of [Client Experience Outcomes](#) and [Operational Excellence](#) are further on in this report.

Corporate Resilience	2022-23	2023-24	↑↓
Total Revenue	\$16.2M	\$18.3M	↑ 13%
Net Revenue	\$208,300	\$350,602	↑ 68%
Current asset to current liability ratio:	1.5:1	1.4:1	↓0.1
Revenue from non-gov't sources:	10%	9%	↓1%
No loss of programs; most programs expanded their capacity.	✓	✓	↑
Number of payment cheques processed on behalf of MCFD	2289	2444	↑ 7%
Number of unique client files	5,693	7089	↑ 24.5%

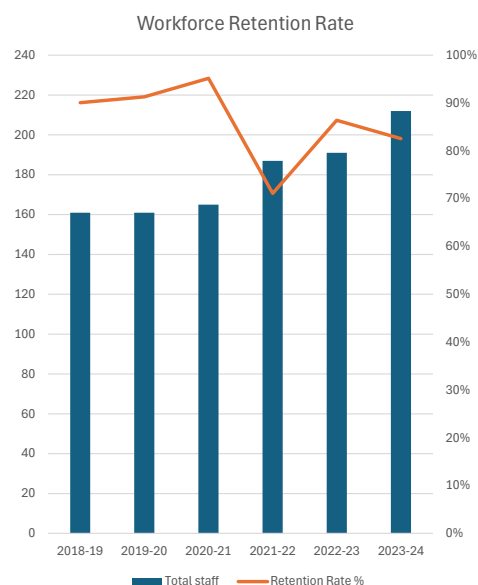
Professional Development	2022-23	2023-24	↑↓
Staff performance reviews ongoing as expected	✓	✓	
Staff education sessions evaluation aggregate results			
Good learning opportunity	81.5%	86.5%	↑ 5%
Met expectations	78.3%	87.2%	↑ 8.9%
Be able to apply knowledge gained	75.1%	78.6%	↑ 3.5%

Note: Survey results are reported for “Agree” only. The outcomes would be much higher if “Agree” and “Somewhat agree” were combined.

Centre Workforce Retention Rate

Total Staff	212	↑ 11% over last fiscal
New Hires	58	↑ 93%
Departures	37	↑ 42%
Retention Rate	83%	↓ 3%
Target Rate	85%	This is higher than the Canadian average of 80-81% for NFPs ¹

The Centre experienced rapid growth from 2021 to 2023-24 fiscal year due to increased grant funding to support program delivery. However, the retention rate, at a high of 95% in 2020-21 dropped to 71% the following year during the year of the “Great



¹ McGarry, Laura. Graham-Pelton. Employee Retention Strategies for Nonprofits: Complete Guide, 2023. <https://grahampelton.com/insights/nonprofit-employee-retention/> Retrieved June 2024.

Resignation” phenomenon experienced across all industries. It has since stabilized in the low 80 percent range.

The 85% average over 5 years puts The Centre right on target for the KPI Retention Rate and ahead of the Canadian average of 80-81%, as reported by Graham-Pelton’s guide. There was a rapid increase in number of new staff – an increase of 31.7% (161 to 212) over the same five-year period.

Strategic & Corporate Initiatives

We increased our family feedback tools this past fiscal year and are developing more opportunities to connect with families and our community partners in our next strategic planning cycle. Through conversations, focus groups, 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.



Who We Serve

The Centre began a major outreach project in the 2023-24 fiscal year which will continue through 2024-25. We are taking a deeper look at who we serve and what they need. Ours is a very diverse region and the needs of our children and families are often complicated with other challenges such as not speaking English, being a newcomer, having socio-economic challenges, not feeling heard or included, or being Indigenous with the historic and present Indigenous-specific racism that they experience in many settings.

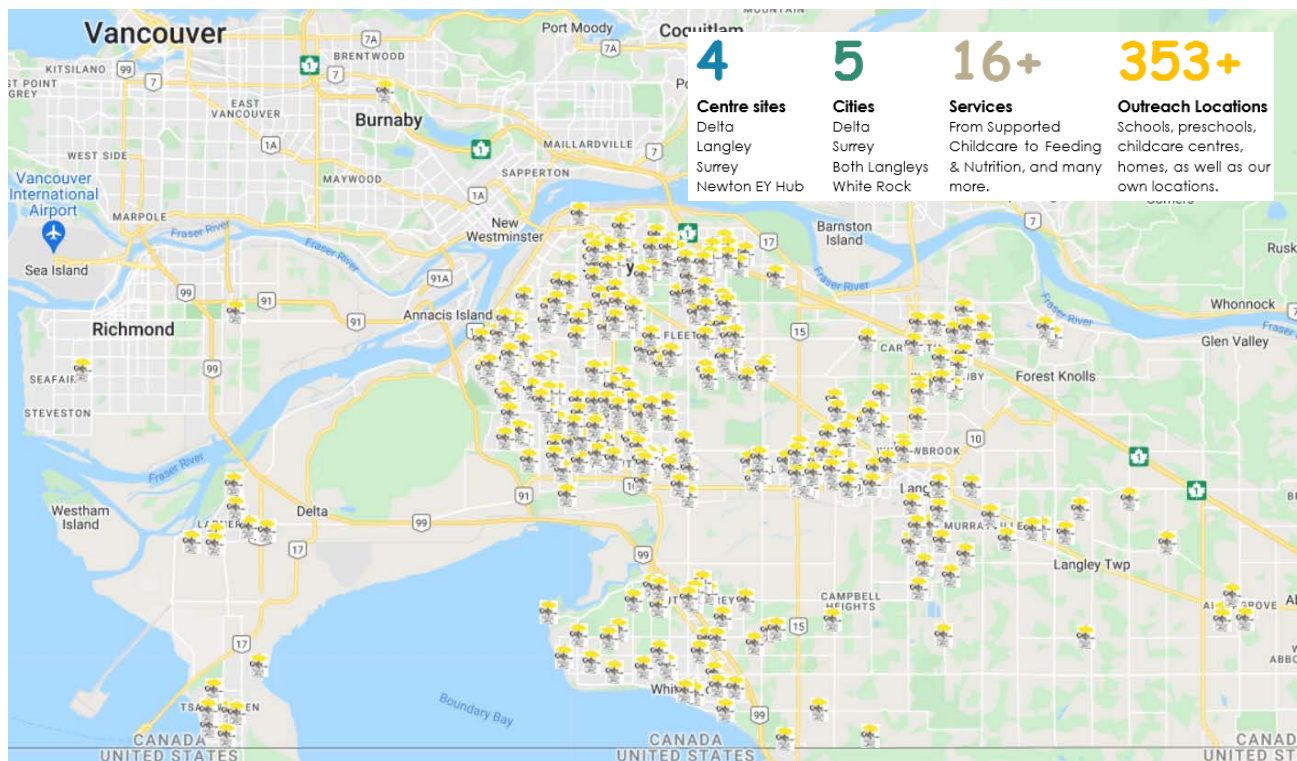
We need to know who we serve so that we can help support their children with respect, dignity, empathy, and in a safe, trauma-informed space. The following summarizes the information that we use to inform our program development and continuous improvement to meet the needs of children and families.

Community Demographics

The Centre does an annual scan of the region and the community demographics. The purpose is to anticipate where needs will be, both geographically and future growth, and ensure our programs are prepared to meet that need.

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 (MCFD). 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.

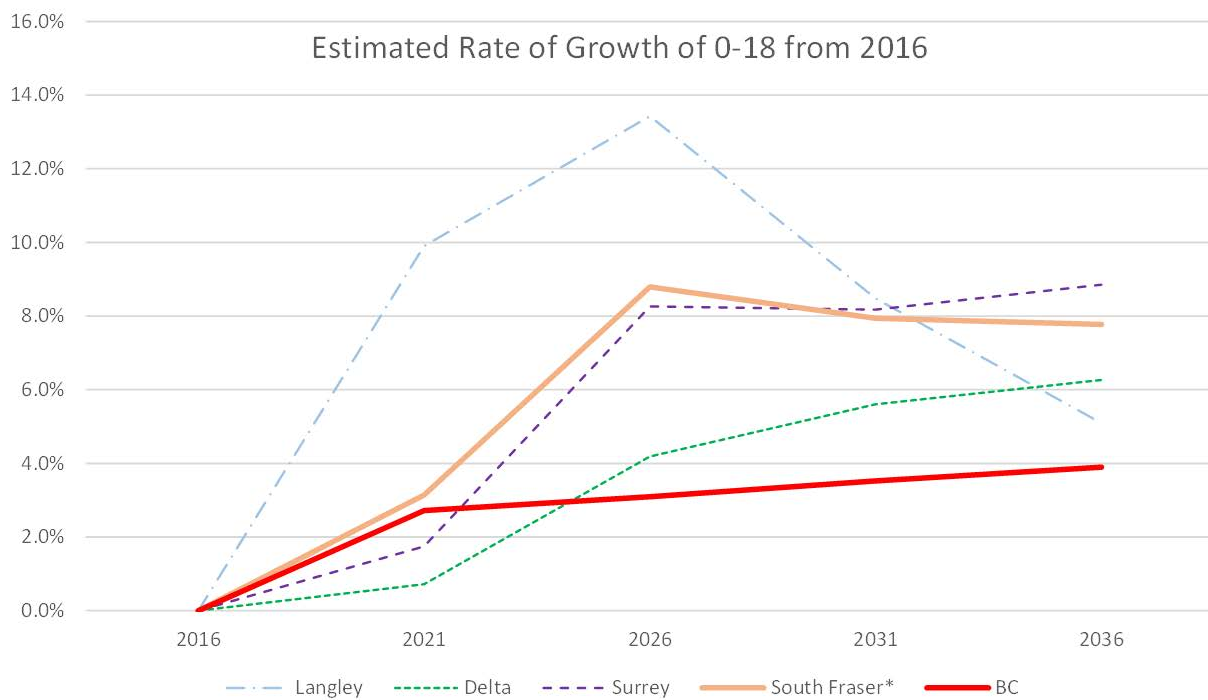


We serve children in person in more than 350 locations across 5 cities while also extending virtual support across BC. We simply “go” where children need us in their daycare, home, school, online, or in any one of our locations.

For 2023-24, using the BC Estimator tool (<https://bcstats.shinyapps.io/popApp/>), we calculated the rate of population growth for the MCFD cohorts within the school districts of Delta, Surrey, and Langley, the Fraser South region and BC, out to 2046 (the furthest year available). However, in comparing the results to previous estimates, we found that there is a wide variance between overall rates through to 2046. Therefore, we are more conservatively estimating through to 2036.

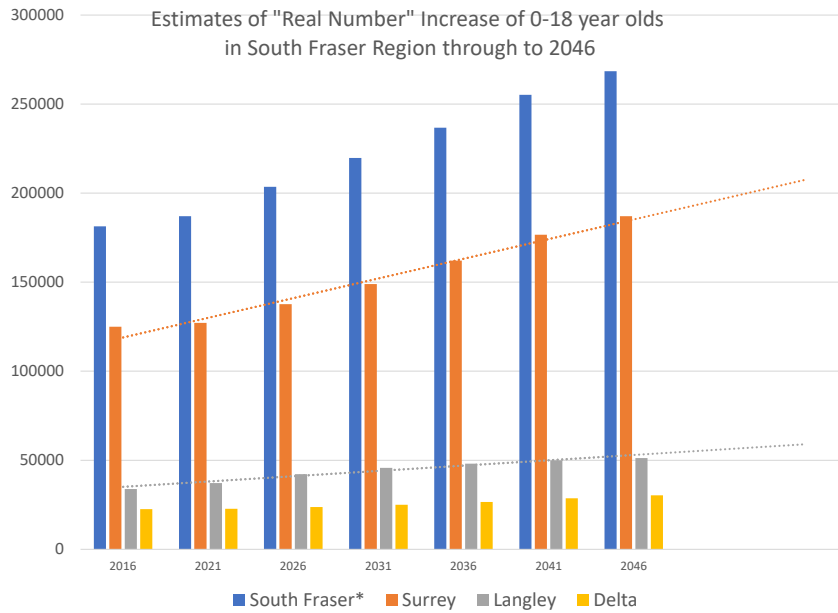
The years chosen are the years that Canada implements the nation-wide census of 2016 and 2021. Therefore, results for those years would reflect the population as counted. The years 2026, 2031, and 2036 are therefore estimated using the BC Stats Estimator tool, as linked above.

Graph 1 – Anticipated rate of population growth of 0-18 year-olds from 2016 to 2036



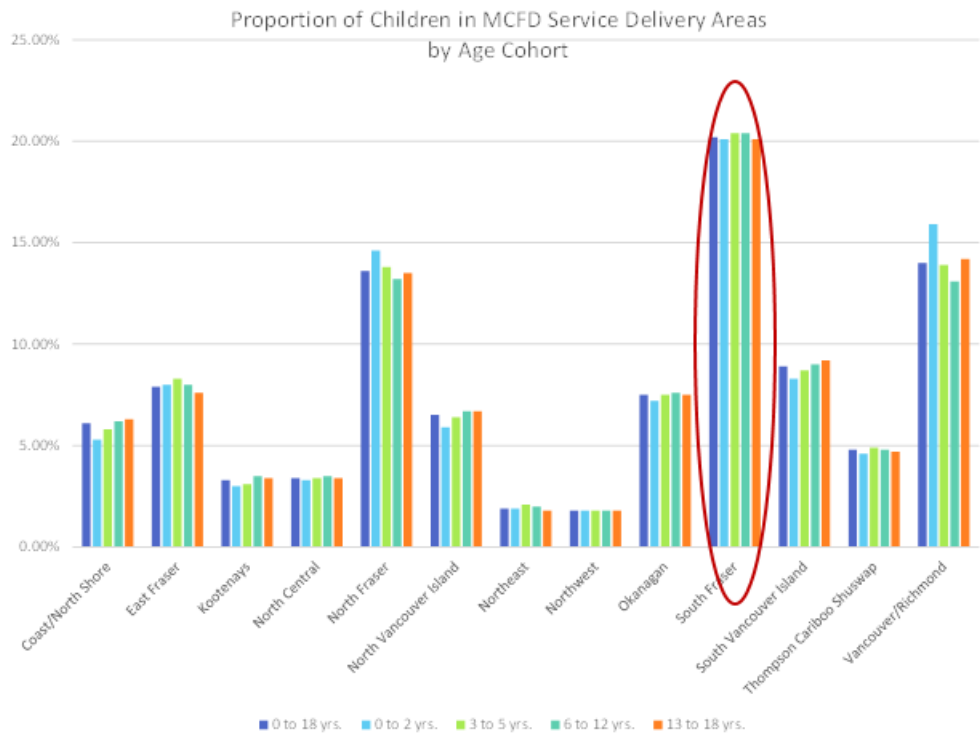
The anticipated growth rate of Langley has supplanted Surrey since last year’s estimates. However, it appears to be peaking within the next few years. Surrey, on the other hand, continues to grow steadily.

In “real numbers,” the estimated population growth through to 2046 is demonstrated below. Surrey, by far, is growing faster than its neighbours and is the driver of South Fraser’s overall growth.



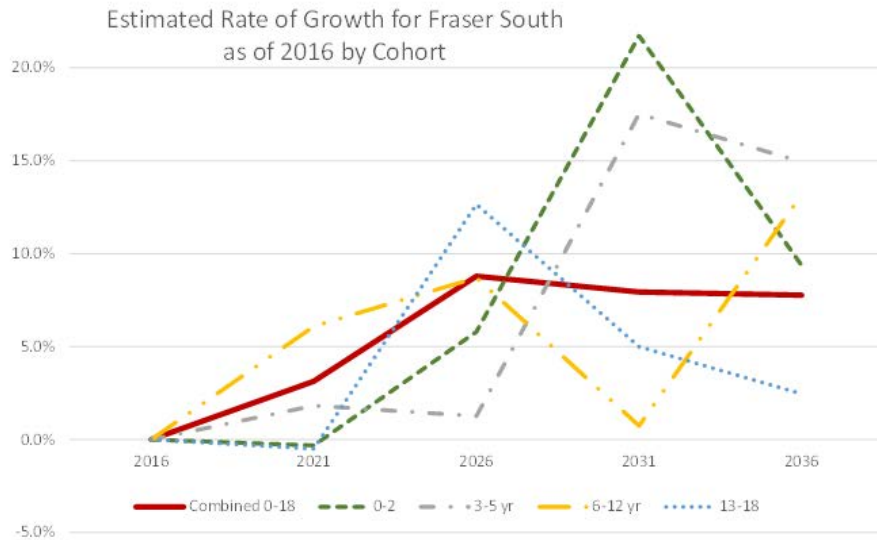
Graph 2 – Estimates of Actual Population Increases for 0-18 year olds in South Fraser Region South Fraser is blue, Surrey is red.

Further, as Graph 3 below illustrates, when compared to MCFD’s service delivery areas throughout BC,¹ 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.

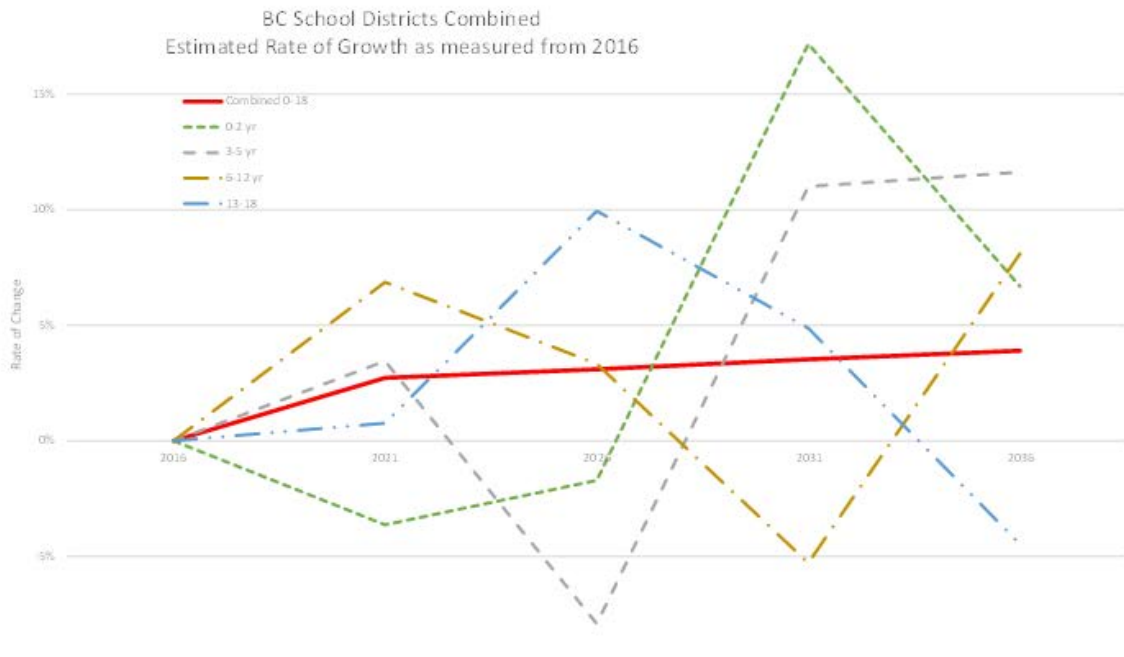


Graph 3: MCFD Population per Service Delivery Area

The following two graphs showing the rate of growth for Fraser South and for BC of the age cohorts used by MCFD illustrate anticipated rate of growths per cohort per census periods from 2016 through to 2036 by using the BC Estimator tool. The rationale for the calculations is to anticipate whether there will be a need for more early intervention or more school support and at what time. We can then anticipate where resources will be needed more. The solid red line averages the rate for the 0-18 range.



Graph 4: Rate of Growth by Cohort for Fraser South



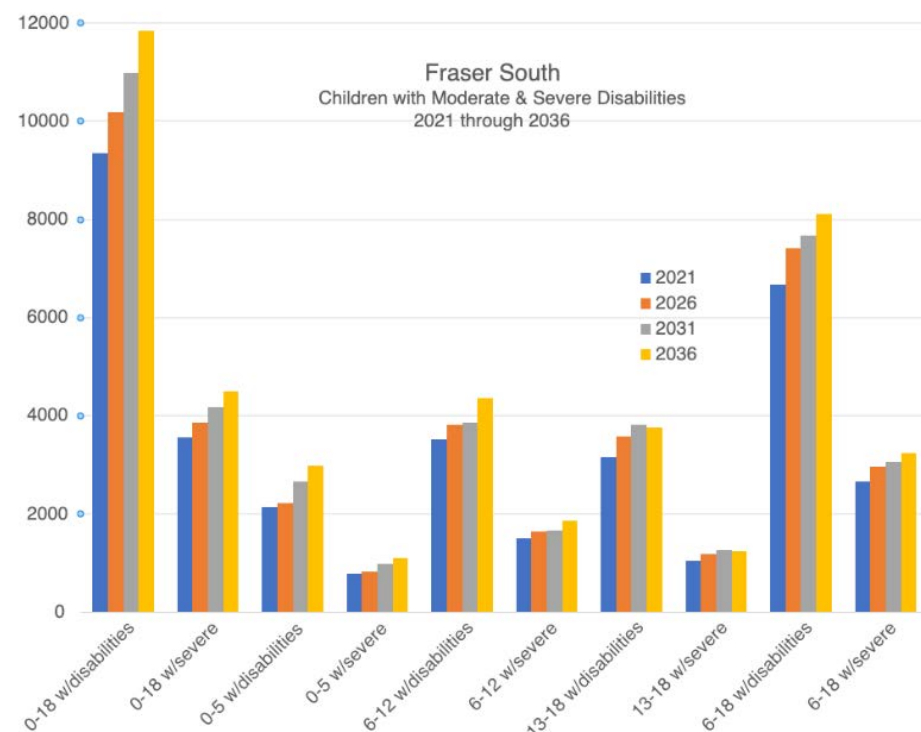
Graph 5: Rate of Growth by Cohort for BC

The BC Stats estimator tool indicates that there may be a 0-2 ‘bump’ in less than ten years. Planning for a potential mini baby boom will need to begin in the next few years to have resources ready for them.

Part of the planning is estimating the rate of children with support needs from mild through to very severe. The last pan Canada study on disabilities was released by Statistics Canada in 2017² 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 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)³.

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.



Graph 6 – Estimates of children in 0-18, 0-5, 6-12, 13-18, 6-18 cohorts with moderate and severe support needs from 2021 to 2036

² Statistics Canada “Canadian Survey on Disability, 2017” <https://www150.statcan.gc.ca/n1/daily-quotidien/181128/dq181128a-eng.htm>

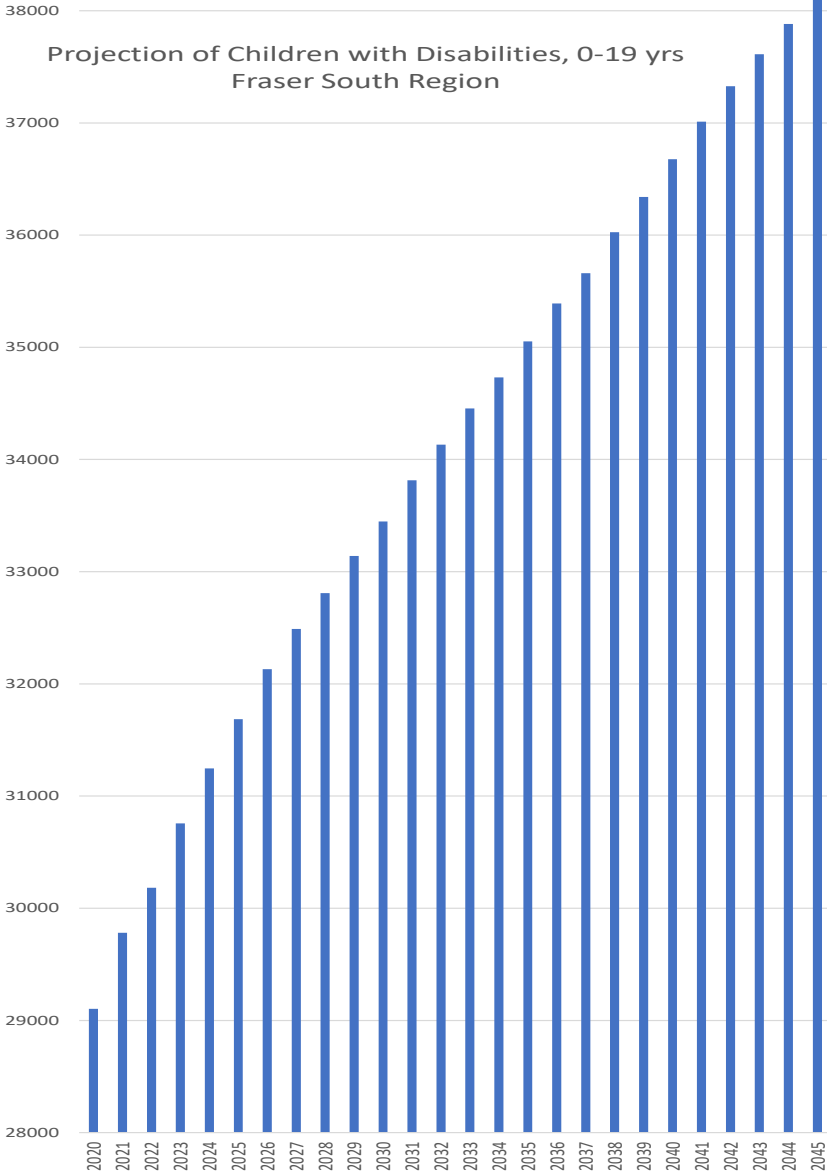
³ Benjamin Zablotzky, Lindsey I. Black, Matthew J. Maenner, Laura A. Schieve, Melissa L. Danielson, Rebecca H. Bitsko, Stephen J. Blumberg, Michael D. Kogan and Coleen A. Boyle. *Prevalence and Trends of Developmental Disabilities among Children in the United States: 2009–2017*. Pediatrics. October 2019, 144 (4) e20190811; DOI: <https://doi.org/10.1542/peds.2019-0811>

The rationale for the different cohorts is to estimate the need for different therapeutic approaches. For example, Early Intervention Therapy (EIT) is for children under the age of six. School age therapy is different for the 6-18 cohort than the younger group due to the involvement of school districts, etc.

Graph 7 uses the Federal Statistics Canada cohort of 0-19 to estimate that there is likely 30,756 children in the Fraser South region that 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.

The Centre for Child Development regularly reviews these estimates as new studies or Statistics Canada reports are released.

Graph 7: 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

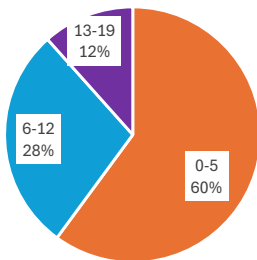


Centre Child, Youth & Family Characteristics

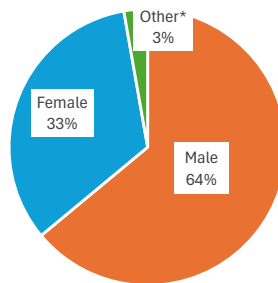
The following pie charts describe the characteristics of the children we serve including gender, age and languages of our children and their families, and where most of them live. Ours is a very diverse community where over 104 languages are spoke at home. Families can choose to identify their primary language. We use that data to help estimate our fundraised interpreter services, which is provided free to our clients and their families.

Approximately 6% of clients self-identified as Indigenous.

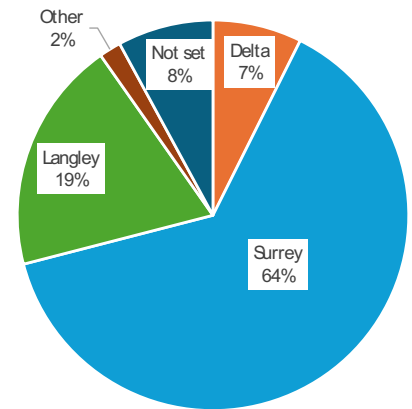
Age Range



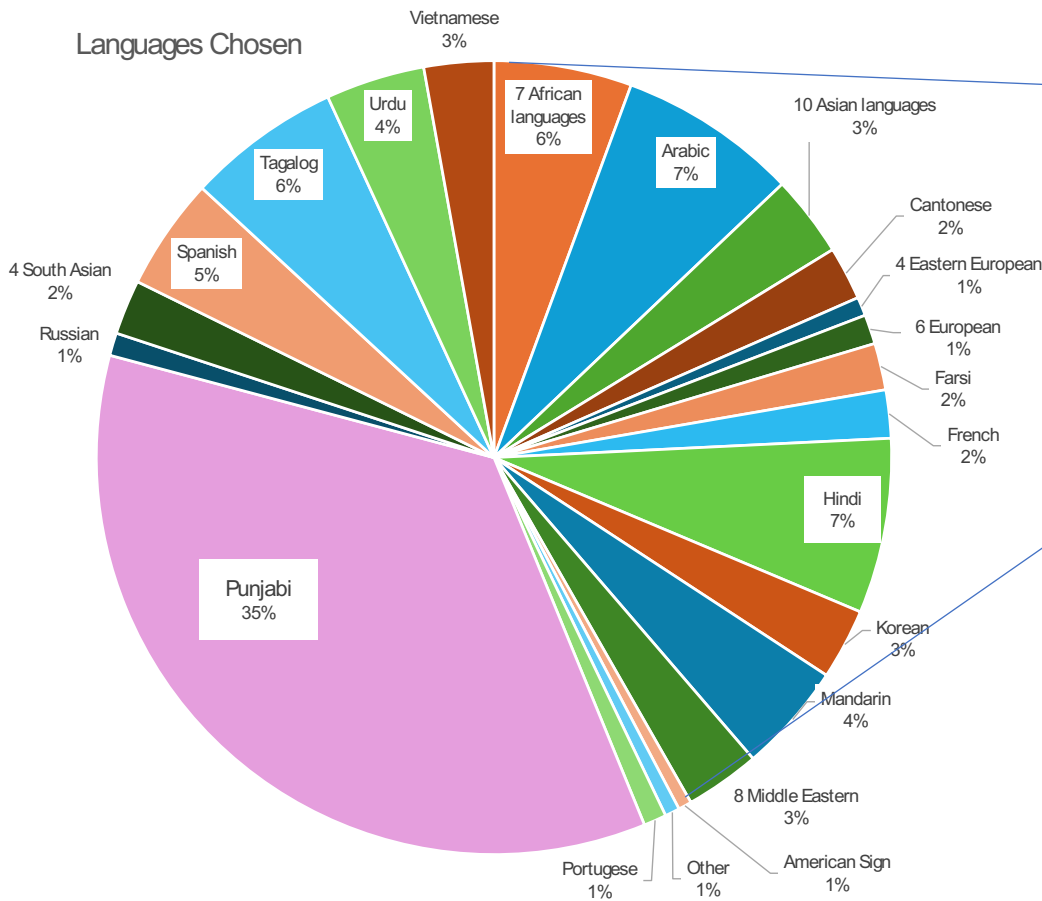
Gender



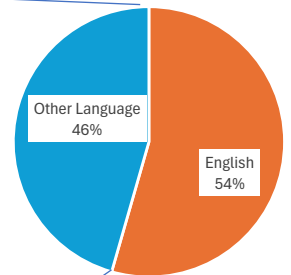
Location of Clients & Families



Languages Chosen



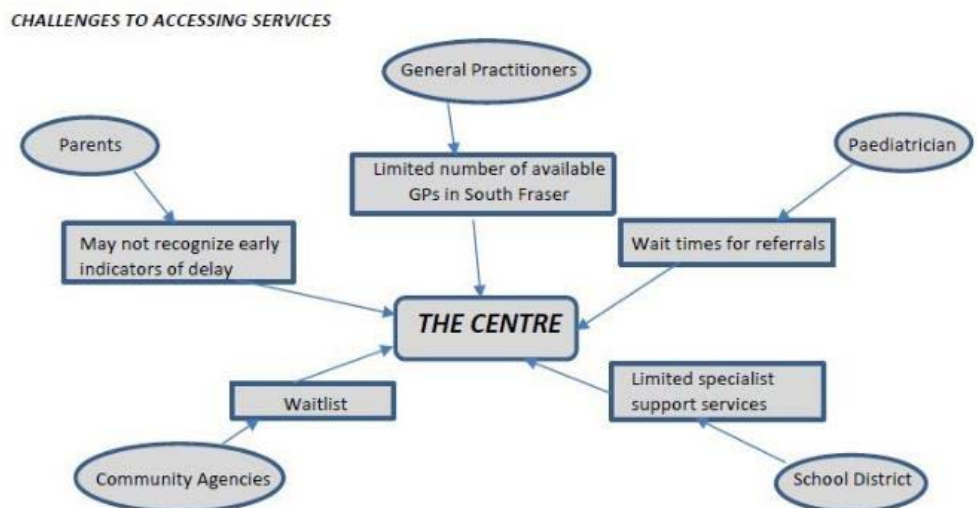
English v Other Languages



Accessibility and Supports

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.



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 Covid-19 pandemic in 2020. 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.

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.

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 ages birth to school age in the South Fraser region (Surrey, White Rock, Delta, and Langley).

In 2023-2024 fiscal year, The Centre’s Intake Office processed 2,324 referrals requesting 3,520 services for children who will be served at The Centre. An additional 3,091 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.

The number of referrals processed by the Intake Team decreased by 4.4% compared to FY 2022-2023. This is primarily due to referrals to The Centre decreasing by 8% when compared to the prior fiscal year. The decrease in referrals to The Centre is due to a restructuring of The Centre’s Parent Support program which resulted in parent support services no longer being routed through The Centre’s intake process. Most of the remaining decline was due to a 6.8% decrease in referrals for Communication Therapy.

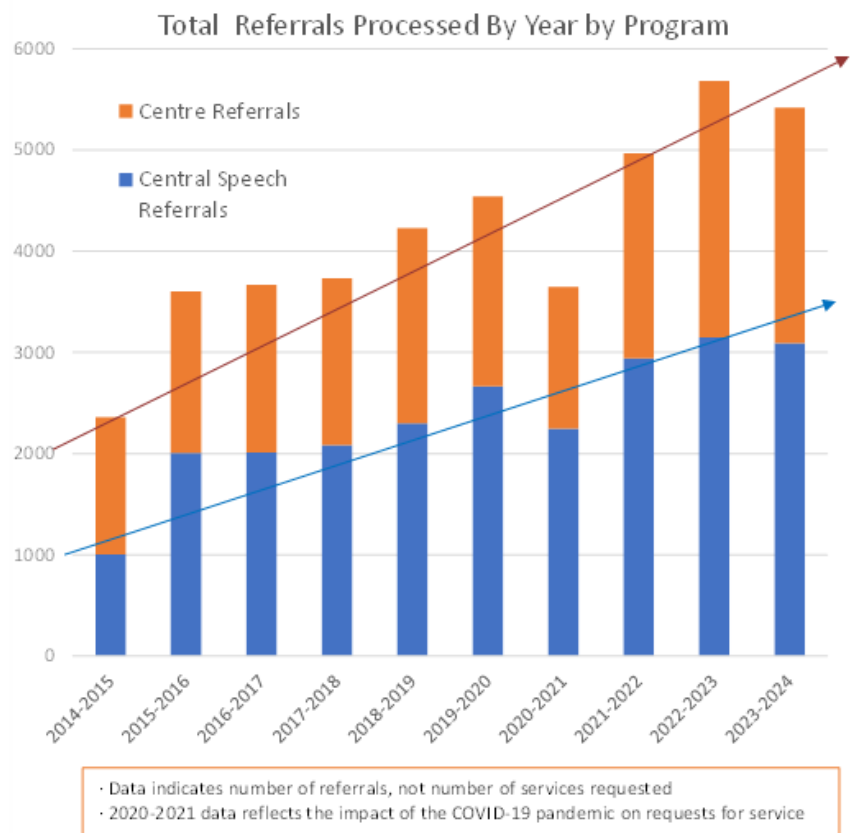
In sum, The Centre’s intake team processed a total of 5,415 referrals for service requesting 6,611 services in FY 2023-2024. The Provincial government continues to place its confidence in The Centre and our intake team by maintaining funding for The Centre to effectively and efficiently process all requests for speech-language services in the South Fraser region.

Quick Summary

2,324 referrals for
3,520 services

3,091 referrals for
speech-language

Total:
5,415 referrals for
6,611 service requests



Interpreters and Primary Language Groups

The Centre for Child Development recognizes that the best care for children is the family that supports them and not all families speak English easily. To reduce the barrier to care, The Centre fundraises throughout the year so that we can provide interpretation services for free to the children and their families.

This past fiscal year, we had interpreters for 286 virtual and in-person sessions.

In addition to interpreter services, The Centre provides numerous different parent education and support groups in different languages, such as Punjabi and Hindi. Group attendees are encouraged to provide feedback in their own language. The onus is on The Centre to translate their stories and experiences that they share. We are expanding parent educational and support groups in different languages for the next fiscal year.

To support the expansion of multi-cultural services and to understand the lived experiences of clients and families in our community, The Centre has assembled a multicultural staff and volunteers. For example,

- We have staff who are members of the 2SLGBTQIA+ community who are actively engaged in advising policy and processes.
- We work in collaboration with Immigrant Services Society (ISS) and Welcome Centre staff to provide services to newcomer and immigrant families, to train ISS staff on support needs, and to connect ISS with full scope of The Centre's services.
- We engage with community agencies that support different ethnicities.
- Many of our staff speak second and third languages, including Punjabi, Filipino, Mandarin and Cantonese, Spanish, Arabic, Gujarati, Hindi, and Vietnamese.

Navigators

The Centre's Navigators connect families with appropriate resources in the community. This includes governmental programs (e.g., BC Housing and the Surrey School District) and other agencies that support vulnerable families in the community (e.g., food banks, agencies serving new-Canadians, Indigenous agencies, and agencies providing developmental services for young children and their families).

Central to the Navigator's role is providing emotional support to parents and caregivers of young children. Navigators can listen empathetically,

Quick Quotes

"Use of Hindi language is very helpful, and staff helps a lot."

"[I have learned] a lot of different strategies for handling kids behaviours, especially thankful to [staff] for providing a lot of strategies and all support."

"I tell many families that I am learning a lot here."

"I will suggest to have more groups of these types, specially in the other languages."

"It was my first time, I felt so nice and will love to attend more."

- Parents' written comments from a drop-in parent support group facilitated in Hindi and Punjabi, translated.

provide a safe space for parents to discuss their hopes and fears, and provide parents with strategies for challenges they might be experiencing.

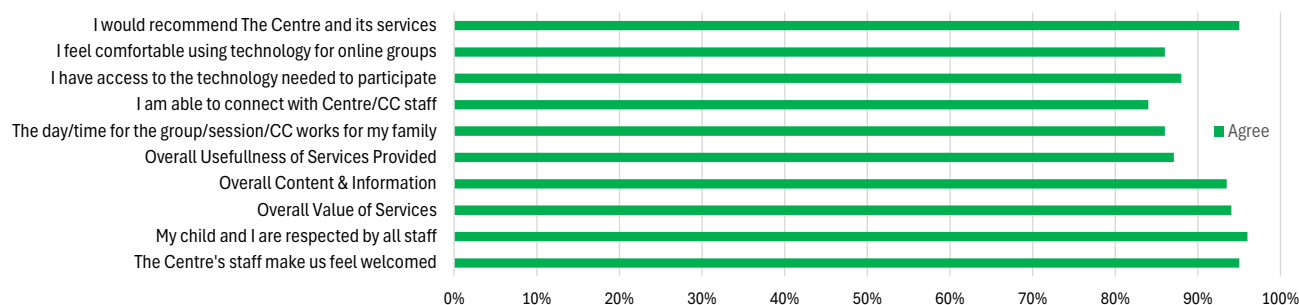
Client and Family Experience

Our strategic goals for clients and their families are to ensure that we meet and exceed their expectations of the services we provide and the support they receive.

The following is part of our Balance Score Card with goals and KPIs summarized and the outcomes for the past two years.

Client Experience	Performance Indicators/targets	2022-23 Outcomes	2023-24 Outcomes
<p>SERVICE QUALITY: Meet & exceed expectations of child-clients & their families Elevate a holistic approach of child/family centred service Enhance the front-end access experience</p> <p>CONNECTION: Share our knowledge of innovative practice Incorporate child/family insights with Centre services Reach out to vulnerable communities</p>	<ul style="list-style-type: none"> • CARF Accreditation in good standing • Client satisfaction w/service 80% • Client satisfaction w/staff 80% • Client satisfaction w/Centre 80% • Client complaint resolution 90% 	<p>Three-year accreditation granted through successful CARF 2023 Survey.</p> <p>All complaints resolved to family satisfaction.</p> <p>Aggregated survey results:</p> <ul style="list-style-type: none"> • 95.0% would recommend Centre. • 93.0% felt welcomed & 94.0% felt respected. • 92.3% felt services were of value to child/family. • 91.5% felt confident in staff professionalism. • 93.8% expressed overall satisfaction with virtual sessions. 	<p>CARF Accreditation in good standing.</p> <p>Aggregated survey results:</p> <ul style="list-style-type: none"> • 95% would recommend Centre. • 95% felt welcomed & 96% felt respected. • 94% felt services were of value to child/family. • 93% felt confident in staff professionalism. • 86% expressed overall satisfaction with virtual sessions.


















































































Summary of Family Experience Survey Responses



We are well underway to review and revise The Centre’s policies and plans for client experience per the strategic goals for Client Experience. Under the guidance of the Inclusion Team, we will develop a more robust understanding of client and family expectations and develop new objectives and KPIs in response.

Centre Programs and Services

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.

		Support Needs	Neurodevelopmental Disorders	Congenital Anomalies/ Genetic Syndrome	Developmental Disorders	Neurological Disorders	Orthopedic Diseases	Typical Development
			e.g., Autism, Fetal Alcohol Spectrum Disorder, Substance Exposure	e.g., Cleft Palate, Down's Syndrome, Fragile X Syndrome, Williams Syndrome	e.g., Fine or Gross Motor Delay, Language Disorders, Visual or Hearing Impairment	e.g., Ataxia, Cerebral Palsy, Muscular Dystrophy, Epilepsy, Spina Bifida	e.g., Arthrogryposis, Scoliosis, Club Foot Casting & Splinting	
Medical Rehabilitation Services	Casting & Splinting							
	Communication Therapy							
	Developmental Pediatrician							
	Equipment Team							
	Feeding & Nutrition Team							
	Occupational Therapy							
	Physiotherapy							
	Recreation Therapy							
Child & Youth Services	Early Years							
	Parent Support							
	Psychology							
	Service Navigation							
	Social Work							
SCD & CC	Childcare & Preschool							
	Supported Child Development							
Sophie's Place CYAC	Child Protection Services							
	Police Services							
	Victim Support Services							

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.

Overall Program Outcomes summarized below.

Operational Excellence	Performance Indicators/targets	2022-23 Outcomes	2023-24 Outcomes
<p>INNOVATION Streamline administrative processes Strategize for expansion of programs and sub-contracting services</p> <p>OPERATIONS Optimize services & program delivery effectively & efficiently Increase collaboration & partnerships with professional colleagues</p> <p>EVIDENCE BASED SERVICE DELIVERY Use best-practice measures for service effectiveness and efficiency Streamline data input to support continual quality improvement</p>	<ul style="list-style-type: none"> Improved Nucleus reporting Aggregate of each department client improvement ratings Clients per FTE (Avg 29-40) Direct Time as an avg % Min 5% of all persons served files reviewed per annum 	<ul style="list-style-type: none"> Information Management project ongoing. Performance Indicators undergoing review to capture extraordinary growth in service delivery. # Clients per FTE = 35.2, an increase of 9.4% over previous year. Monthly avg waitlist: 210 Minimum 5% files reviewed. 	<ul style="list-style-type: none"> Information Management project ongoing. Performance Indicators undergoing review to capture extraordinary growth in service delivery. # Clients per FTE = 38.6, an increase of 4% over previous year. Monthly avg waitlist: 218 Minimum 5% files reviewed.

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

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](#)).

The Early Years (EY) program has continued to deliver both empirically validated groups such as “Incredible Years” along with curricula which was developed in-house to meet the needs of our families. The EY program held several events throughout the year to support families in need including an event to provide warm clothing for the winter for children and their families, and a summer parent support picnic which served as an opportunity for parents to connect and support one another while also having the opportunity to meet with one of our early years navigators. These group events alone reached more than 700 clients and families.

The Centre continues to see significant increases in the demand for mental health and social work services. Our mental health program continues to innovate to meet the increased demand for service. Our mental health team is also expanding our group offerings which allows more families to be seen in a timelier fashion.

Psychology and Social Work

The Department of Psychology and Social Work is comprised of the mental health, parent support, key worker, and social work services.



Quick Summary

Psychology & SW

948 unique clients (↑12%)

12,154 client service hours (↑23%)

Avg 15 points (BASC-3)

Early Years

582 clients avg/month

8,468 hours of service

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 with achieving developmental tasks such as sleeping and toileting which may be more difficult because of the child's disability.

The Centre has social workers to assist families with navigating the healthcare system, how to advocate for their child, and applying for funding for specialized needs such as equipment or required renovations within the home to accommodate a child's disability.

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.

For 2023-2024, the Department of Psychology and Family Services served 948 unique clients **and** provided 12,154 hours of client service. This represents an 23% increase in hours of client service and a 12% increase in unique clients served relative to FY 2022-2023.

Effectiveness: Clients seen in the Psychology department averaged a decrease of 15 points on the 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 receiving services in the department.

Early Years

Located in our Early Years Hub in Newton, the Early Years program provides a low-barrier program for all families with children ages birth through six years old. Families in the Early Years program can meet with a navigator who will help them connect 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 at-risk 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 FY 2023-2024, the Early Years program served an average of 582 clients per month and provided 8,468 hours of service to children and families.

Medical Rehabilitation

The Medical Rehabilitation Division, led by Karen Edwards, Vice President, Medical Rehabilitation Services, includes the Occupational Therapy, Physiotherapy, Communication Therapy, and Recreation Departments plus specialized services.

This year we explored different service models to try and serve our rapidly growing waitlists in Occupational Therapy and Communication Therapy. We developed and implemented a new clinic model that has allowed us to see children faster. We focused specifically on those children who are transitioning into kindergarten and are still on the waitlist.

This was a significant change in service delivery, and it has delayed our implementation of the F-Words to this coming year. F-Words is a program from [CanChild](#) that promotes Functioning, Family, Fitness, Fun, Friends, and Future when developing client-centred goals that families can engage with.

We were grateful to receive new funding from the provincial government that supported our ability to expand our Occupational Therapy and Communication Therapy department's staff. We have worked hard to fill the positions in a very challenging job market and were successful by end of the fiscal year and into the 2024-25 fiscal year.

Overall, the number of clients served by the Medical Rehabilitation Division has continued to increase as we innovate to meet the demands for more services.

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.

Families can choose whether to have service sessions in-person or virtually, depending on the needs of the child through The Centre's continued hybrid service model. Families are also able to take advantage of the new clinic services which help us see clients faster, particularly those going into kindergarten in the fall. We continue to offer communication groups during the day and evenings to accommodate parent scheduling challenges.

Quick Summary

Communication Therapy

1,331 unique clients (↑ 5.6%)

693 new clients (↑ 13%)

8,808.25 client service hours
(↓ 4.3%)

Occupational Therapy

1,618 unique clients (↑ 2.7%)

763 new clients (↑ 21%)

19,636.25 client service hours
(↑ 10.2%)

Physiotherapy

1,346 unique clients
(↑ 10.2%)

475 new clients (same)

15,664.25 client service hours
(↑ 3.3%)

The department has had a few changes in personnel with a maternity leave, a retirement, and the addition of three new FTEs positions thanks to the increase of provincial funding. We also hired an internationally trained SLP to work as an assistant while waiting for her license to be approved.

We served 1,331 clients (5.6% increase), including 693 new children (13% increase), over 8,808.25 service hours (4.3% decrease).

Occupational Therapy

The Centre's Occupational Therapists (OTs) assist children and youth to be as independent as possible in all their activities of daily life 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.

Occupational Therapy personnel changes include one maternity leave, two staff moving away, and four new full time FTEs thanks to increased provincial funding. We also received funding for a new Rehabilitation Activity Worker (RAW). By the end of March, we had hired one RAW and four OTs.

The OT therapists provide specialty services such as the specialized sensory program. Our Early Intervention Sensory OT continues to offer individualized sensory services to children and workshops for other service providers. Therapists also support other programs such as providing monthly consultation to the SCD Practically Preschool drop-in group.

In 2023-24, we served 1,618 clients (an increase of 2.7%), with 763 new clients (an increase of 21%) over 19,636.25 service session hours (an increase of 10.2%).

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 were fortunate to receive funding for an addition RAW position who is actively seeing children under the direction of our physiotherapy staff.

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**.

Physiotherapists served 1,346 clients (10.2% increase), with 475 new children (no change) over 15,664.25 client session hours (3.3% increase).

Donor Supported Services

The Centre for Child Development has developed specialized programs to address specific needs of our clients. These programs are funded in whole or part through donations, grants, and funds raised by the Child Development Foundation of BC. We are very grateful for those who recognize the importance of having the following services available to children in the South Fraser Region.

Casting & Splinting Team

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 needed by families free of charge. 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 therapeutic benefit.

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.

The team provided casts and splints for 85 clients (no change), 48 new children (decrease of 29.4%), over a total of 629.35 service hours.

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.

Quick Summary

Casting & Splinting

85 unique clients (same)

48 new clients (↓ 29.4%)

629.35 client service hours (↑ 7.4%)

Equipment

109 unique clients (same)

30 new clients (↑ 11%)

856.75 client service hours (↓ 9.1%)

Feeding & Nutrition

147 unique clients (↑ 10.5%)

43 new clients (↑ 19.4%)

2,085.25 client service hours (↑ 10.3%)

"I want to say this, with A's issue, I've been working, talking, dealing with so many people for so many services for her. But so far, I have never met someone like You, so reliable, so fast on giving us answers, always there for us, always calling for everything and let us know what is happening. I'm glad that families who has kids with special need, have someone like you to work with them, it makes our life a bit easier.

Thank you always!"

– An email from a family

The team monitors for growth and physical changes, collaborating with physicians and specialists at BC Children's Hospital when reviews and surgical interventions may be necessary.

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

For 2023-24, the team worked on equipment for 109 clients (no change) with 30 new clients (increase of 11%) over a total of 856.75 service hours (decrease of 9.1%).

Feeding and Nutrition Team

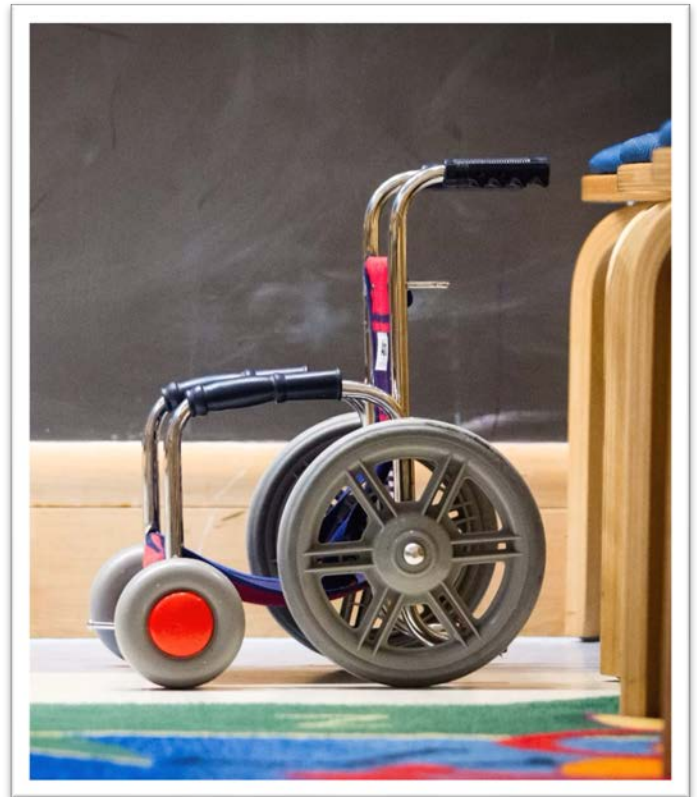
We are the only child development centre in BC with an intra-disciplinary Feeding and Nutrition Team (FNT) that provides assessment and consultations for children with neurodevelopmental disabilities. These children have oral motor and swallowing difficulties that contribute to compromised feeding safety and/or nutritional intake and we provide the necessary [Senior Medical Consultant](#), 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.

A long-standing team member retired this past fiscal year making way for a new SLP to join and develop her skills through self directed learning and mentorship from the other members.

Our team embraces continuous learning to provide excellent service with evidence-based practice. This year our team members attended the *Get Permission Approach to Tube Feeding Training*. Team members also participate 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 physician and clinicians at Surrey Memorial Hospital, Sunny Hill Health Centre for Children and BC Children's Hospital.

The multi-disciplinary team served 147 of our most vulnerable and complex care clients (10.5% increase) with 43 new clients (19.4% increase) over a total of 2,085.25 service hours (increase of 10.3%).



Recreation Services

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

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. Its warm water makes therapy easier for our children to move in the pool.

The pool is being used for individual therapy sessions by our Physiotherapy, Occupational Therapy and Communication Therapy departments. With the increase in RAW time, we have been able to set up regular treatment sessions in the pool for clients who will benefit from pool therapy.

For 2023-24, we had over 250 sessions in the pool. For 2024-25, we intend to provide pool groups, which will increase our ability to provide more service sessions for clients.

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



Supported Child Development & Childcare

In 2023-2024, the Supported Child Development program (SCD) has undergone a structural change with the arrival of Rebecca Mitchell as the new VP, Supported Child Development and Childcare in February 2024. Tracy Kugi continues to be the Director of the Childcare and Preschool programs.

With increased funding support, the division has had the happy challenge of recruiting new support teachers over the past fiscal year. Along with the recruiting process, the reshuffling of the division provided stability as adjustments were made to accommodate an influx of new personnel.

Orientation is critical to get the new staff up and running. The Support Teacher Supervisors, along with the SCD Mental Health Clinician, have developed and implemented a series of foundational orientation sessions and workshops for SCD Support Staff and Consultants, provided three times per year. Additional workshops are also offered as needed or requested.

The Centre's SCD program continues to have a significant focus on capacity building in community programs. Many children with support needs are either being asked to leave community-based/private childcare programs or are refused entry without one to one (1:1) support. The Centre's vision is for children to have the best opportunities to succeed in all areas of their lives. To do so means ensuring that they are included in childcare, preschool, school and all other community activities. Therefore, the SCD team is making a huge effort to work collaboratively and proactively with community centres. This involves engaging with programs that are willing to work together with us to achieve high quality *inclusive* childcare. Further, we are working to change the narrative regarding extra staffing support (moving away from 1:1 support terminology) to reflect support to the overall program with the intention of building inclusive practices.

The SCD work is further supported with the development of the new roles of Senior Consultants. Currently four programs are participating with the GRIT Pyramid Model mentoring program and several large community programs have taken or booked the 2-part Inclusive training workshops in the upcoming fiscal for their staff professional development days. Each of these days will include 120–200 staff per program.

Our early childhood programs include a preschool program, an Under 3 childcare program and a 3-5 childcare program that are inclusive and

Quick Summary

SCD Outcomes

1,276 unique clients (↑ 20%)

579 new clients (↑ 3%)

218,081 client service hours
(↑ 13%)

Childcare

60 children in U3 and 3-5 programs (↓ 5%)

Preschool

55 children (↑ 57%)

"I wanted to take a moment to express our deepest gratitude for all the help and support you've provided C. Your kindness, patience, and dedication have made a tremendous difference in his life and ours.

We are incredibly grateful for everything you did for C and getting him with the speech specialist S.

Thank you again and Warmest regards,

D and family"

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.

Results from the 2023-2024 Childcare Family Survey indicate a positive experience with the Centre childcare program. Families noted that they felt welcomed and supported and experienced the staff to be professional and respectful. One parent commented, *"The staff is wonderful. I can sense their genuine caring for the children."* Another parent commented, *"In the past couple of months since starting daycare my son has flourished.... His language development has expanded exponentially, and he has gained pretend play and more independence."* Most parents who responded also indicated that the format of The Centre's childcare program worked for their needs, provided the needed communication and felt that the environment was sufficient to protect their child and family. There was also a positive result highlighting that most parents felt their child was given the opportunity to develop in all areas and that their child's needs were met.

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. Families are also eligible to apply for the Affordable Child Care Benefit which offers additional assistance to families with the cost of childcare.

Our inclusive 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 in it every day!

Letter from Mom

"I just wanted to tell you how grateful I am for your hard work. You have always listened to my concerns and seen S for who he truly is. You have always supported him at school, and he truly sees that. You have always advocated for him and implemented plans and intervention which would support him in class and help him integrate with the class instead of him feeling left out.

S has truly grown since he has met you. I feel he not even the same child. For that I can't say thank you enough.

S's teachers are more supportive since you have implemented his plans. You have taken the time to help explain to the teachers that he just needs time and attention. Also, to slow things down and to give him some time to transition to new activities.

They have noticed a big difference in his behavior and group play.

I just want to say thank you for all your hard work. You have put in long hours with S and always kept me updated. You have always made time to talk to me about S and helped me understand what I need to do for S to improve at home. You have given me picture cards for me to use at home. You have supported him both at school and at home.

You have fought for him to receive speech therapy and a support worker which has helped him so much. I feel he has improved his sentence and now he is able to complete a task at school and understand activities at school.

Thank you so much!"



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

The Sophie's Place team is a collaboration of The Centre for Child Development, the Surrey RCMP, the Ministry of Children and Family Development, the Ministry of Public Safety and Solicitor General, and the City of Surrey. Together, we provide a safe space for children and youth to tell their story and access wraparound support.

Our Clinical Counsellor supported 23 families in the past fiscal year. Each counselling session ranged from 45 minutes to 90 minutes in length and were held biweekly or monthly. Clients typically attend between 1-6 sessions and often transition to "as needed" therapy once goals are achieved. The counsellor creates or gathers additional resources for clients on the topics arising within sessions (e.g., self-care, internet safety, understanding challenging behaviours, supporting regulation, etc.). The counsellor often connects with school staff for continued wrap-around support, as well as assisting in the referral process to other resources or therapeutic supports in the community.

The team at Sophie's Place continuously strives to ensure our physical environment meets the needs of our children, youth, and families. This past fiscal year, we made significant changes to our space to provide a more inclusive and calming environment. Working with Indigenous Elders and local artists, new nature-inspired murals and child-friendly artwork were added, along with more comfortable and sensory friendly furniture. The new updates have been well received by families and visitors to Sophie's Place.

With the guidance of Indigenous Elders, the team members have embarked on a journey of learning, truth and healing to provide Indigenous-specific trauma informed care.



The Acting VP of Sophie's Place continues to provide tours for government, business, and community leaders and has presented to educational facilities and with cultural groups.

Quick Summary

326 Children & Youth served

219 (67%) Females

101 (31%) Males

6 (2%) Gender Diverse

203 (62%) Sexual Assaults

97 (30%) Abuse

26 (8%) Combined/other

23 Families supported by counselling services

"It has been helpful to know that I am already doing the right things to support my child."

"Having a clear plan for school and home has made me feel more optimistic."

"I thought this process would just be us talking – but I have learned so much more."

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, increasing our staff and being innovative with how we deliver services. The need is great and continues to increase. We need your assistance to help us achieve 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.

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

