



The Centre for
Child Development
of the Lower
Mainland

2024-25 Annual Report

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

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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.

Land Acknowledgement

We respectfully acknowledge the ǫʷa:ńłəń (Kwantlen), xʷməθkʷəy̓əm (Musqueam), ǫ́ícəy̓ (Katzie), Semyome (Semiahmoo), scewáθən məsteyəxʷ (Tsawwassen First Nation), qiqéyt (Qayqayt) and kʷikʷəłəm (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, please refer to the [In Plain Sight](#) 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.

Message from Our Chair and CEO

We have had quite the year, yet despite the challenges, we have increased the number of children, youth, and families by 13% to 8,158. We have increased the number of staff by 14% to 241. And we have increased our revenue by 17% to \$21.4M.

As you read through our annual report and see our successes, know that this was accomplished despite our gyms undergoing repair for approximately six months due to a car accident. We are very grateful that no one was hurt. Our amazing and innovative staff rallied quickly to find alternate locations for therapy, and workarounds were found for equipment storage. Within a couple of days, in person therapy sessions resumed and we thank the Surrey School District who found space for us. Combined, we continued to provide in-person services for our children and families when they needed us.

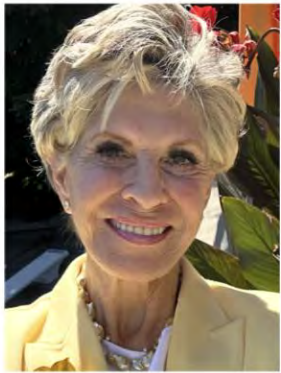
Innovation underlies nearly all that The Centre has achieved this year. A new service developed by one of our VPs and began last year has greatly reduced waitlists for children before they transition into kindergarten. There is more information about the Clinic Days in the [Medical Rehabilitation](#) report.

Likewise, our [Supported Child Development](#) program has exceeded their target to provide workshops and other training opportunities for childcare providers. These are but two of the many stories behind the numbers within this report of how staff met each challenge with a cheerful can-do attitude and always put the needs of The Centre's children and families first.

We have worked with Indigenous Elders and advisors to re-imagine [Sophie's Place Child and Youth Advocacy Centre](#), a program of The Centre, to be a place that is culturally safe. This year, we welcome members from the new Surrey Police Services (SPS) into Sophie's Place and will assist their integration into the Sophie's Place multi-disciplinary team so that children who are abused receive the best seamless, wraparound care during a traumatic time in their young lives.

We are grateful for the support of our Child Development Foundation of BC, our sponsors and donors, and all those who volunteer at our fundraising events. Together, we have achieved 25 years of continuously balanced budgets; this year with an increase of 13% to \$21.4M.

There are, however, challenges on the horizon. Since the years of the pandemic, all fundraisers and foundations have faced strong headwinds. The overall volunteer rates and hours are down, and of those



Mary E. Martin

Chair, Board of Directors



Gerard Bremault, MSW, RSW

Chief Executive Officer

who do volunteer, about 10% do most of the work.¹ There are fewer donors, and even though those few are donating more, who they are donating to has shifted to about 150 major agencies. Smaller social services organizations have seen their donations stagnate, if not decrease, over the past few years.² Add to this is economic uncertainty caused by forces far beyond our control that impact our smaller donors and our corporate sponsors. The latest reports indicate that there will be up to \$100 million less donated to Not-For-Profits in 2025/26 for a hit to the Canadian GDP of \$126 million, yet the need for social services will never be stronger than now and into the near future.³

That is why we are very appreciative of the support from the Ministry of Children and Family Development, the Department of Justice, the Solicitor General/BC Civil Forfeiture Grant, and the Surrey, Delta, and Langley School Districts that enable us to serve children, youth and families. Most of our services are funded by these ministries and agencies. Some, however, rely on donations, such as our specialty teams and our therapy pool. We thank all those who donate through the [Child Development Foundation of BC](#).

We are thankful for the guidance and support we receive from our Centre and Foundation Board Directors, with special acknowledgement of the 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!

Mary and Gerard

¹ Statistics Canada, Volunteering and charitable giving in Canada, 2018 to 2023, June 2025
<https://www150.statcan.gc.ca/n1/daily-quotidien/250623/dq250623b-eng.htm>

² Canada Helps, The Giving Report 2025: Trends in Charitable Giving, 2018-2024, June 2025
<https://www.canadahelps.org/en/the-giving-report/>

³ PWC, The impact of US tariffs for Canada's NFP sector, 2025, <https://www.pwc.com/ca/en/services/assets/the-impact-of-us-tariffs-for-canada-non-for-profit-sector-secured-en.pdf>



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



[Rachel Dyck](#)

Director



[Robin Jawanda](#)

Director



[Tyler Saito](#)

Director



[Sam Sidhu](#)

Director

[Gerard Bremault](#)

Chief Executive Officer

[Kagnew Asaye](#)

Chief Financial & Risk Officer

[Karen Edwards](#)

VP, Medical Rehabilitation Services

[Dr. Brian Katz](#)

VP, Child and Youth Services

[Dr. Alison Laswick](#)

Senior Medical Consultant

[Judy Mann](#)

VP, Business Development and

VP, Sophie's Place

[Rebecca Mitchell](#)

VP, Supported Child Development & Child Care

[Anne Peterson](#)

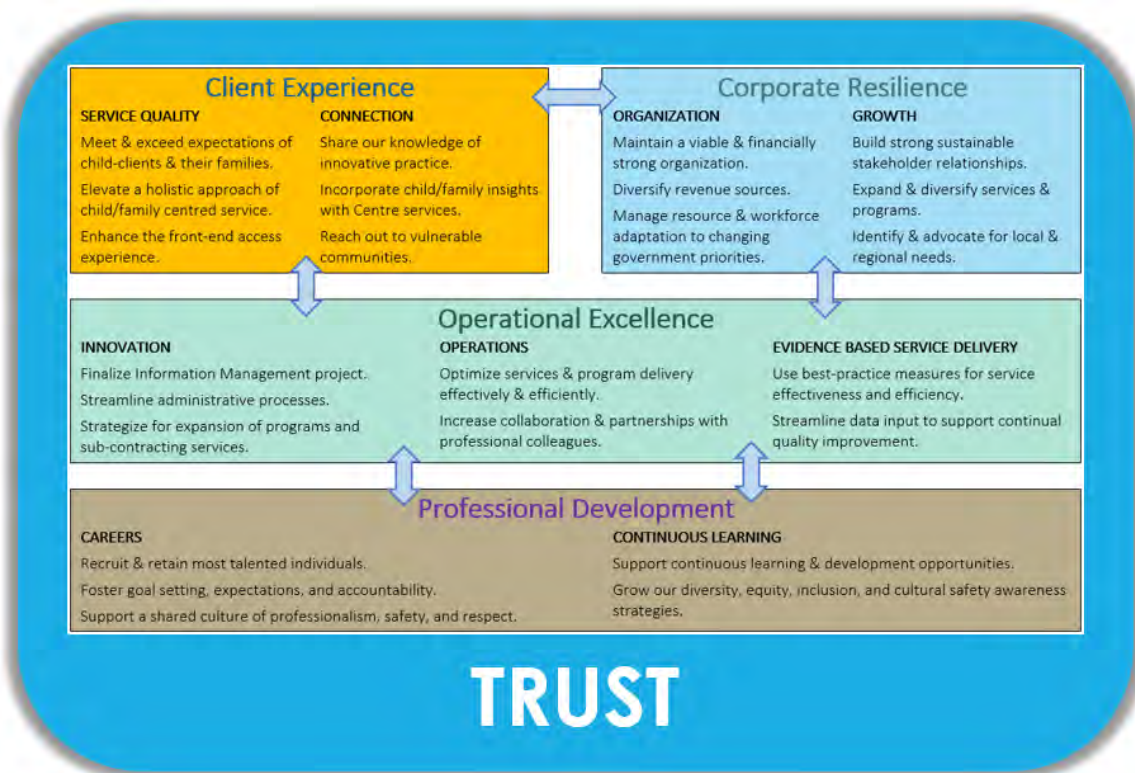
VP, Strategy & Performance Management

[Judith Reaugh](#)

VP, Communications and Governance

Strategic Summary

Since 1953, 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 that work while ensuring The Centre’s finances are sustainable. 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.



Corporate Outcomes

Below are the 2024-25 outcomes for **Corporate Resilience** and **Professional Development**. Summaries of [Child, Youth and Family Experience](#) and [Operational Excellence](#) Outcomes are further on in this report.

Corporate Resilience

	2022-23	2023-24	2024-25	↑↓
Total Revenue	\$16.2M	\$18.3M	\$21.4M	↑ 17%
Net Revenue	\$208,300	\$350,602	\$389,556	↑ 11%
Current asset to current liability ratio	1.5:1	1.4:1	1.4:1	—
Revenue from non-government sources	10%	9%	8%	↓ 1%
No loss of programs; most programs expanded their capacity	✓	✓	✓	↑
Number of children, youth and families	5693	7089	8158	↑ 13%

Professional Development

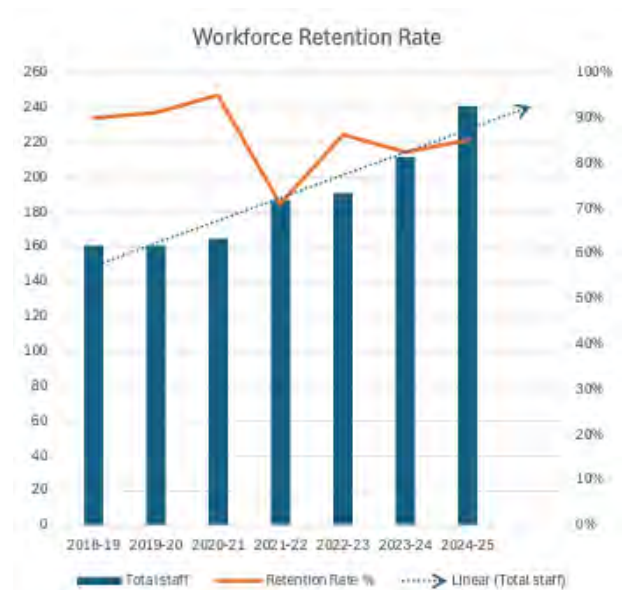
	2022-23	2023-24	2024-25	↑↓
Staff performance reviews ongoing as expected	✓	✓	✓	
Staff education sessions evaluation aggregate results				
Good learning opportunity	81.5%	86.5%	88.3%	↑ 1.8%
Met expectations	78.3%	87.2%	86.2%	↓ 1.0%
Be able to apply knowledge gained	75.1%	78.6%	83.3%	↑ 4.7%

Note: Survey results are reported for “Agree” only. The outcomes would be much higher if “Agree” and “Somewhat agree” were combined. For the 2025-26 fiscal year, the 4-point Likert scale will be replaced with a 0-10 rating scale. The target will continue to be 85%.

Centre Workforce Retention Rate

Total Staff	241	↑ 14% over last fiscal year
New Hires	46	↓ -21% over last fiscal year
Departures	17	↓ -54%
Retention Rate	85%	↑ 2%
5-yr Avg	85.7%	

The 85.7% 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.⁴



Strategic & Corporate Initiatives for 2025/26 – 2026/27

We 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 communities.

We continue to upgrade our information management processes by being innovative with what we currently have while reviewing potential new tools to help us be more efficient. This continuous quality improvement project requires many adjustments, streamlining processes, and staff training over multiple years.

Overall, we will continue to seek 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.

⁴ McGarry, Laura. Graham-Pelton. Employee Retention Strategies for Nonprofits: Complete Guide, 2023. <https://grahampelton.com/insights/nonprofit-employee-retention/> Retrieved June 2024.

Who We Serve

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 children, youth, and their families with respect, dignity, empathy, and in a safe, trauma-informed space.

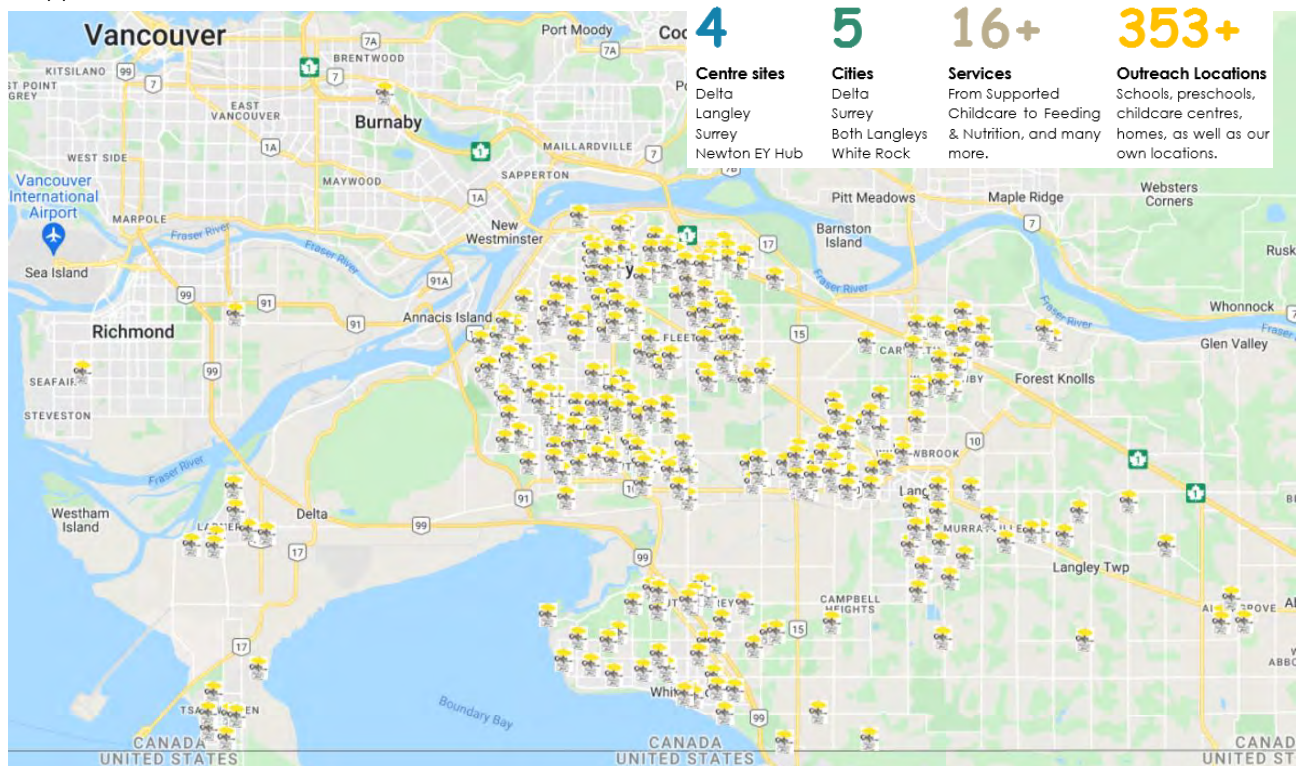
The Centre does an annual scan of the region and the community demographics. The purpose is to anticipate where needs will be, both geographically and future growth, and ensure our programs are prepared to meet those needs.

The following is a summary of that information which will inform our program development and continuous improvement initiatives.



Serving the South Fraser Region since 1953

Our more than 20 programs support children from birth to 19 years, and most services are funded through BC’s Ministry of Children and Family Development (MCFD). Several of these programs are unique, especially for the South Fraser Region, such as our Recreation Therapy, Feeding & Nutrition Team, Equipment Team and Casting & Splinting Program. Sophie’s Place is the first Child and Youth Advocacy Centre in BC. For these, we are grateful in large part for the donations and sponsorships of generous supporters.



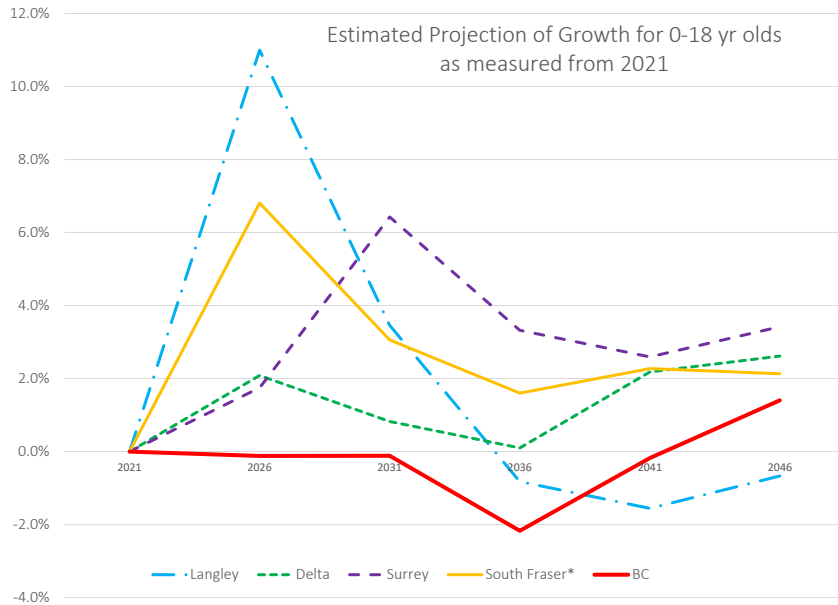
We serve children in-person in more than 350 locations across five cities while also extending virtual support across BC. We simply “go” where children need us in their daycare, home, school, online, or in any one of our locations.

In the past fiscal year, the number of immigrants and refugees allowed into Canada has been cut by the federal government. Combined with a low birthrate of 1.26⁵ in 2023, and other factors, this means that the anticipated growth rate for the South Fraser Region has decreased from previous years’ estimates.

For our purposes, 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, by using the BC Estimator tool (<https://bcstats.shinyapps.io/popApp/>), and applied to census years through to 2046.

⁵ Statistics Canada, The Daily. Births and stillbirths, 2023. 2024-09-25. <https://www150.statcan.gc.ca/n1/daily-quotidien/240925/dq240925c-eng.htm>.

Graph 1 – Anticipated rate of population growth of 0-18 year-olds from 2021 – 2046



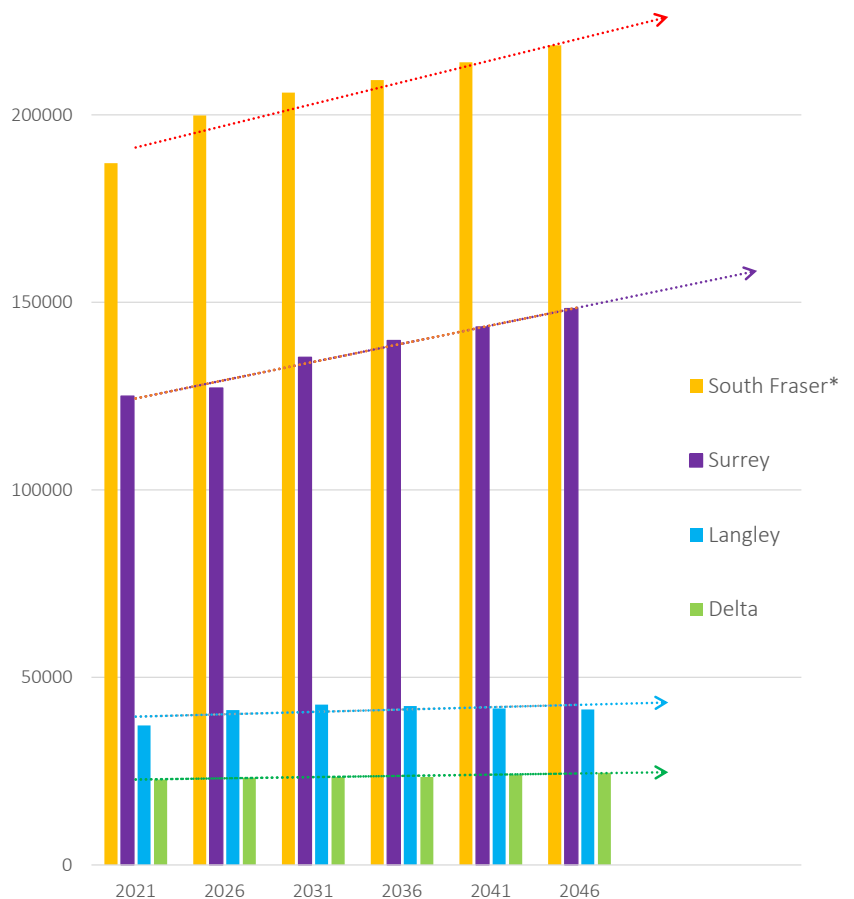
The anticipated growth rate of Langley has supplanted Surrey since last year’s estimates. However, it appears to peak within the next few years. Surrey, on the other hand, continues to grow steadily.

Both fuel the South Fraser Region’s growth relative to BC.

However, as Graph 2 illustrates, with the estimated population growth in real numbers through to 2046 reveals a different perspective.

Surrey, by far, is growing faster than its neighbours and is the true driver of South Fraser’s overall growth, with approximately 1 in 5 residents under the age of 19.

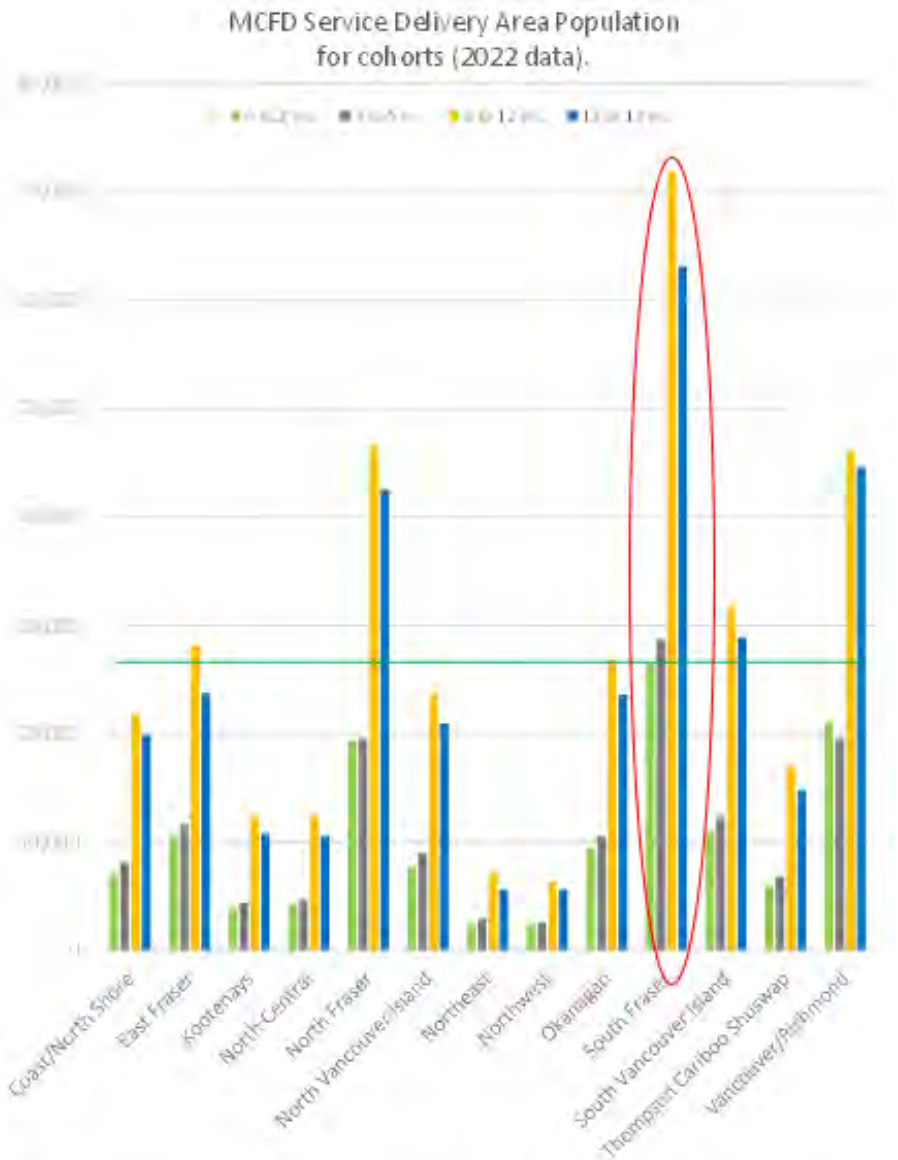
Estimates of "Real Number" Increase of 0-18 year olds in South Fraser Region through to 2046



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

Further, as Graph 3 to the right illustrates, when compared to MCFD’s service delivery areas throughout BC,⁶ there is no question that the Fraser South Region has the largest proportion of 0-18 year-olds, the largest school age population and by far the most 0-2 year-olds (as the green horizontal line demonstrates) served by MCFD in the province.

Graph 3: MCFD Population per Service Delivery Area



Estimating future support needs

To find a reasonable rate of childhood support needs for our purposes, we looked at Statistics Canada and other reports.^{7,8,9,10} The Statistics Canada “Survey on Early Learning and Child Care Arrangements – Children with Long-term Conditions and Disabilities,”¹¹ provided the best analysis of multiple measuring tools for the 0-6

⁶ MCFD Reporting Portal, <https://mcfid.gov.bc.ca/reporting/about-us/who-we-serve>

⁷ Representative for Children and Youth. *Still Left Out: Children and youth with disabilities in BC*. November 2023. p.12. <https://rcybc.ca/reports-and-publications/reports/still-left-out/>

⁸ Statistics Canada Survey on Disability. *The evolution of disability data in Canada: Keeping step with a more inclusive Canada*. November 2018. p.4. [The evolution of disability data in Canada: Keeping in step with a more inclusive Canada](https://www150.statcan.gc.ca/n1/pub/36-28-0001/2022003/article/00006-eng.htm)

⁹ Statistics Canada. *A profile of children with affirmative responses to the 2016 census questions on difficulties with activities of daily living*. Economic and Social Reports. Vol.2, no.3, March 2022. p.3. <https://www150.statcan.gc.ca/n1/pub/36-28-0001/2022003/article/00006-eng.htm>

¹⁰ Statistics Canada. *Canadian Survey on Disability, 2017 to 2022*. The Daily. December 2023. [The Daily — Canadian Survey on Disability, 2017 to 2022](https://www150.statcan.gc.ca/n1/pub/36-28-0001/2022003/article/00006-eng.htm)

¹¹ Statistics Canada. *Survey on Early Learning and Child Care Arrangements (SELCA)*. December 2023. <https://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&SDDS=5287>

age range. By combining the Disability Screening Questions with parent observations and medical diagnoses, they arrived at a rate of 9.6% for that cohort.

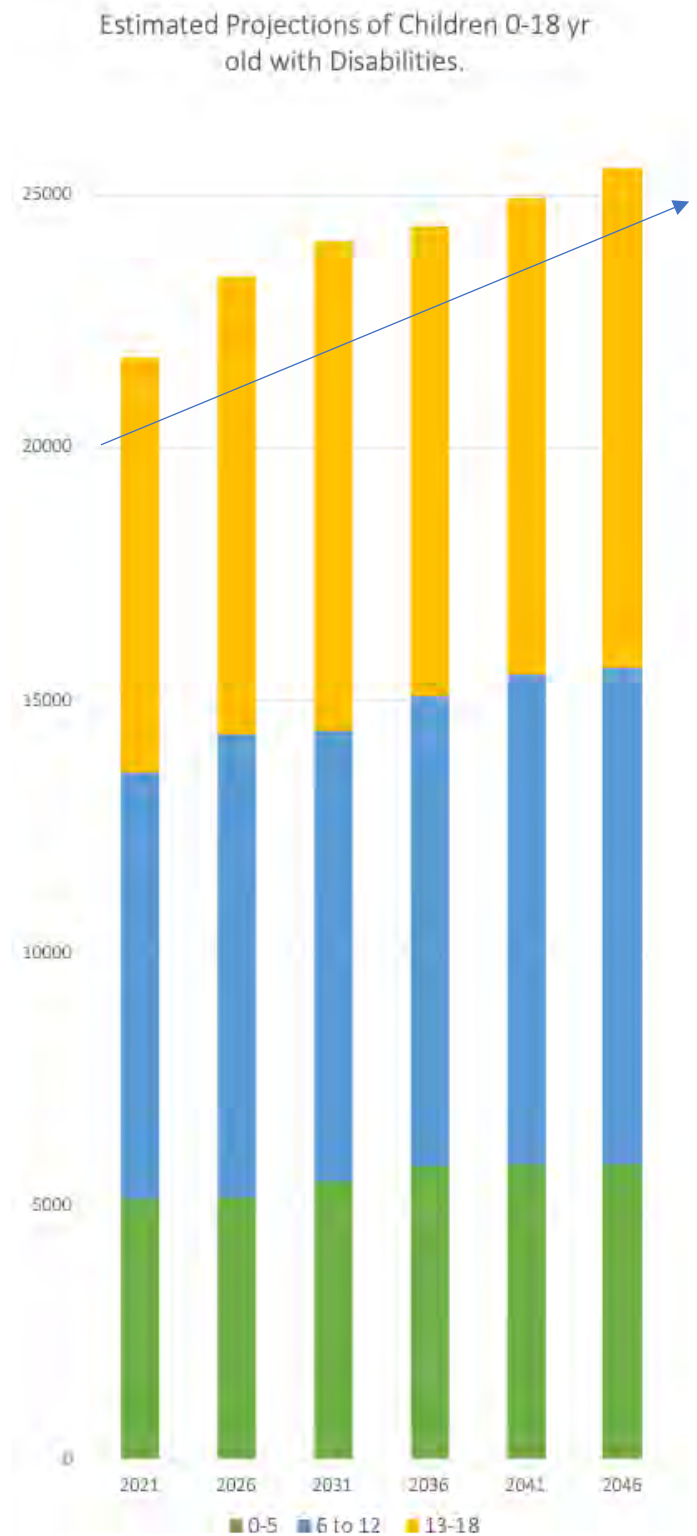
As the researchers for the early learning study concluded,

“In the absence of a national survey measure of disability for children, using multiple measures and integrating medical and social models may address the challenge of identifying children with disabilities to inform inclusivity in ELCC via national surveys... Relying solely on the presence of a long-term condition (medical model) or limitations in daily activities (social model) could exclude children experiencing participation restrictions...”¹²

As Graph 4 illustrates using the rates of child and youth support needs that we determined based on our research, there will likely be 26,000 children and youth in the Fraser South Region that have mild through very severe disabilities in the next 15-20 years, of which, nearly 8,000 will have severe to very severe challenges.

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

Graph 4: Estimated projections of children with disabilities



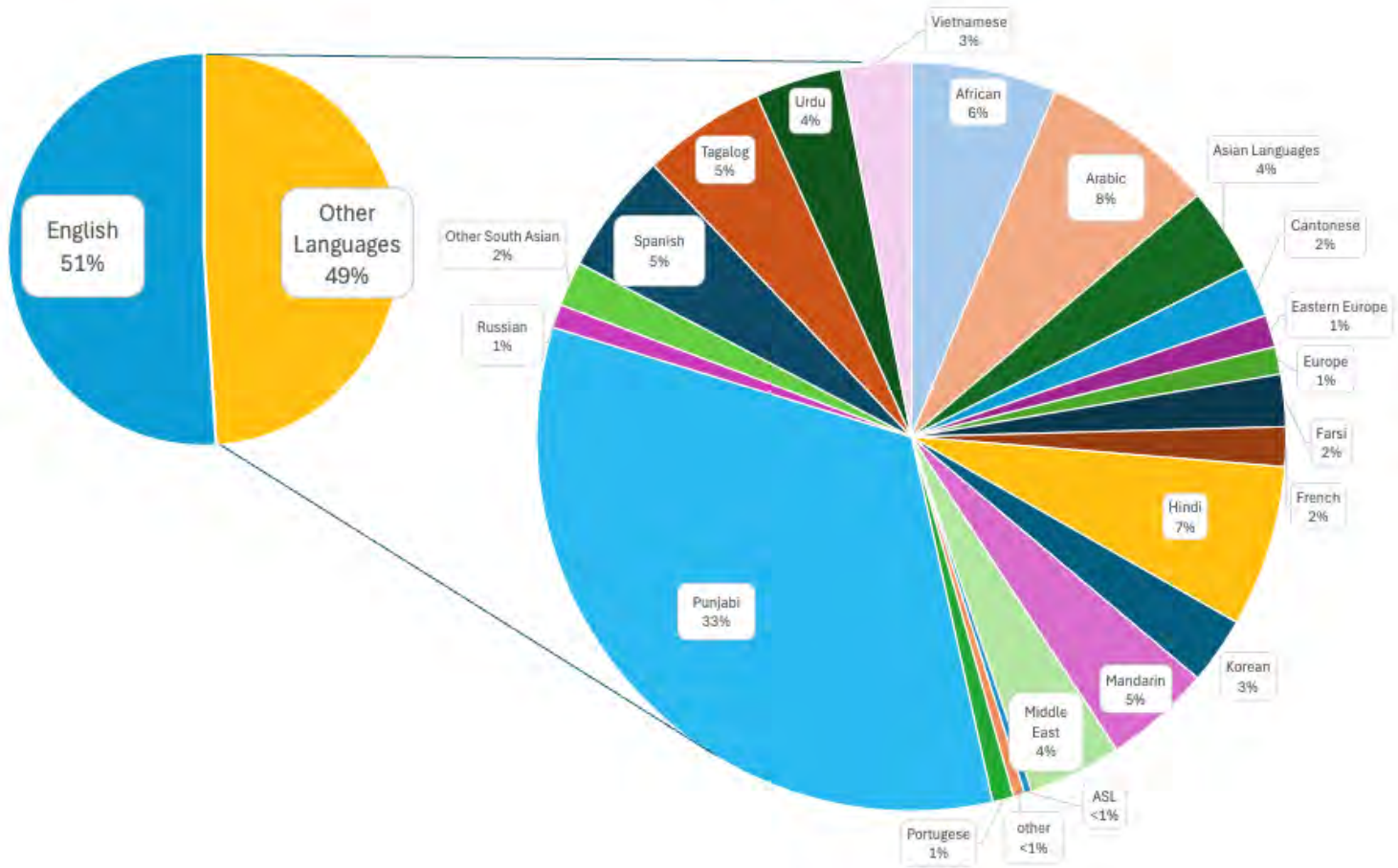
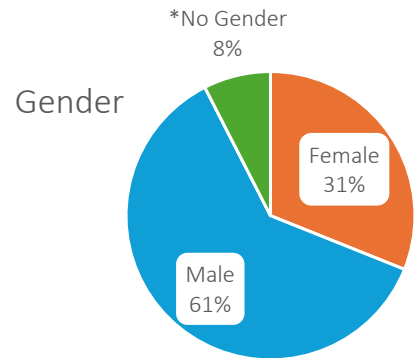
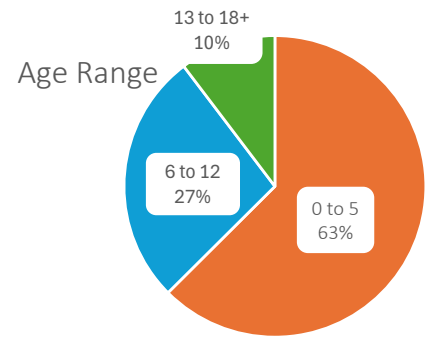
¹² Statistics Canada. *Identification of Children with Disabilities in the Survey on Early Learning and Child Care Arrangements: Children with Long-term Conditions and Disabilities*. Analytical Studies: Methods and References. January 23, 2025. <https://www150.statcan.gc.ca/n1/pub/11-633-x/11-633-x2024006-eng.htm>

Child, Youth & Family Characteristics

The following pie charts describe the characteristics of the children, youth and families 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 120 languages are spoken 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 children and youth and their families.

Of those who self-identified as speaking another language, just under half indicated speaking one of over 65 languages. This is three points more than last year's 46%. To help visualize, we collapsed some of the languages with less than 1% into their geo-locations. For example, the nine African languages with less than 1% each were added into an "African" category for a total of 6%. The most chosen languages are Punjabi, Arabic, Hindi, mostly Eastern African languages, and Mandarin.

Approximately 6% of children, youth and families self-identified as Indigenous.



Accessibility and Supports

Some of the multiple challenges that families face accessing services for their child include:

- Caregivers cannot 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.

As Science of Early Child Development states:

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.¹³

Since the onset of the 2020 Covid pandemic, The Centre can provide service sessions in-person or online – a hybrid model that is driven first and foremost by the needs of the child and the abilities of the family to access services. Our staff can pivot quickly from an in-person session to online if a family requires it for any number of reasons such as lack of childcare for other children in the household or an illness of a family member. It has also improved our ability to provide group sessions for parents and caregivers, a service that is increasing rapidly due to demand.

We have added more navigation staff, responded to more interpreter requests, and work with Indigenous partners to ensure The Centre is a culturally safe space.

We will continue to innovate to help our children, youth, and their families access our services in whatever form works for them.



¹³ <https://www.scienceofecd.com/>

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 2024-25 fiscal year, The Centre's Intake Office processed 2,685 referrals requesting 3,482 services for children who will be served at The Centre. One referral is an individual child who may need one or more services, often two or more, such as a combination of speech and occupational therapy.

An additional 3,369 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 increased substantially by 12% compared to 2023-24 fiscal year. Over the past ten years, as the graph below illustrates, the number of referrals has increased 2.5 times.

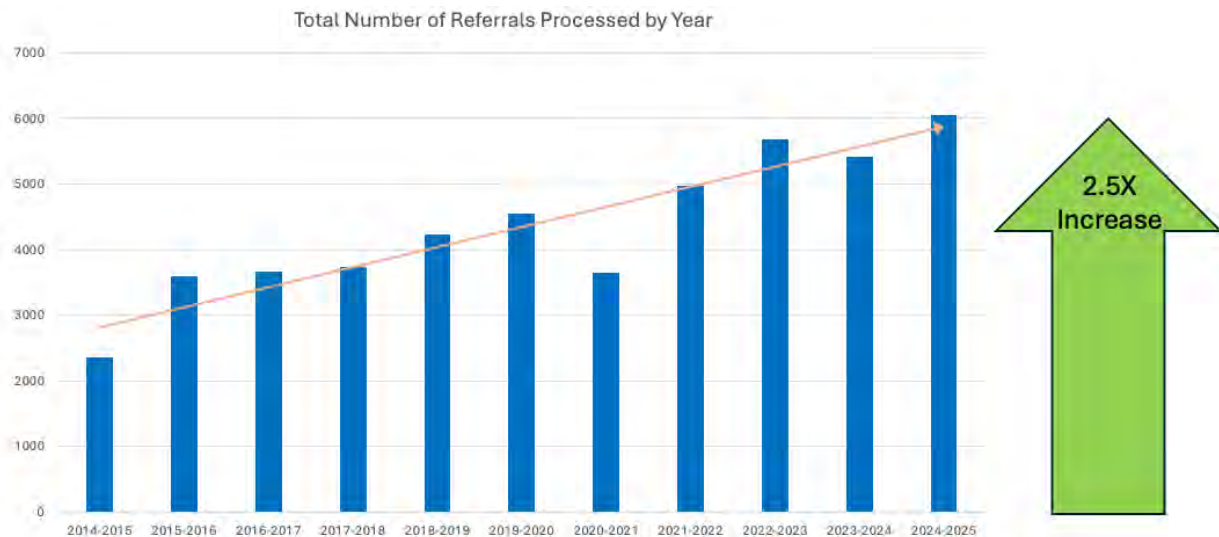
The Provincial government continues to place its confidence in The Centre and our Intake team by maintaining funding for The Centre to effectively and efficiently process all requests for speech-language services in the South Fraser Region. The Centre collaborates closely with government, health authorities, and other non-profits to serve as a solution provider to ensure that referrals for speech language pathology services are processed effectively and efficiently so that children in the South Fraser region can receive services as soon as possible.

Quick Summary

2,685 referrals (16% increase over last FY) for 3,482 services

3,369 referrals for speech-language (9% increase over last FY)

Total:
6,054 referrals (12% increase over last FY) for 6,851 service requests

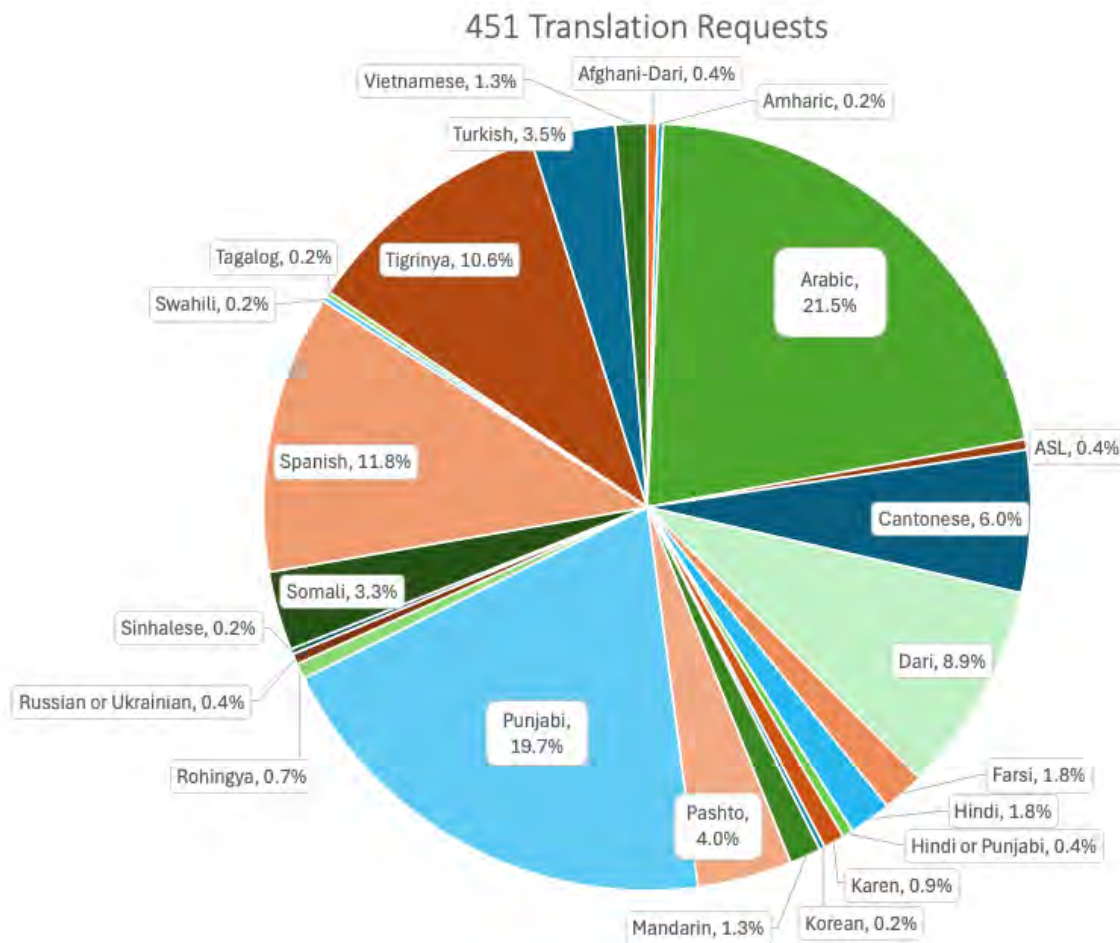


Interpreters and Primary Language Groups

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.

The Centre spent over \$60,000 on interpretation services for the 2024/25 fiscal year to support all 451 requests received. The Centre fundraises throughout the year so that we can provide interpretation services for free to the children and their families to reduce barriers to care.

The families requiring interpretation so that their child can receive services in their chosen language spoke mostly Arabic, Punjabi, Spanish, Tigrinya (from Ethiopia), and Dari (a variant of Persian).



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

- We have staff who lead parent groups in several different languages, including Punjabi and Hindi.
- We have staff who are members of the 2SLGBTQIA+ community who engage 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 the 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.



Child, Youth & Family Experience

Our strategic goals for children, youth 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. The aggregated survey results have two scores this year. The first is the outcome for all those who “Agree” to the statements on the surveys using the 4-point Likert scale. The second score is the average of outcomes with the new 0-10 sliding scale.

Family Experience	Performance Indicators/targets	2023-24 Outcomes	2024-25 Outcomes
<p>SERVICE QUALITY: Meet & exceed expectations of children, youth & 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 • Family satisfaction w/service 80% • Family satisfaction w/staff 80% • Family satisfaction w/Centre 80% • Family complaint resolution 90% 	<ul style="list-style-type: none"> • CARF Accreditation in good standing <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. <p>All complaints resolved.</p>	<ul style="list-style-type: none"> • CARF Accreditation in good standing <p>Aggregated survey results (4-point Likert/0-10 scale):</p> <ul style="list-style-type: none"> • 100/96% would recommend Centre. • 98/98% felt welcomed & respected. • 94/96% felt services were of value to child/family. • 90/96% felt confident in staff professionalism. • 100/89% expressed overall satisfaction with virtual sessions. <p>All complaints resolved.</p>

Inclusion Updates

We are well underway to review and revise The Centre’s policies and plans for children, youth and families’ experience per the strategic goals for Child, Youth & Family Experience. Under the guidance of the Inclusion Team, we are developing a more robust understanding of child, youth and family expectations and developing new objectives and KPIs in response.

The Inclusion Team engaged a consultant to reach out to our community partners and families for focus groups and interviews. In summary, while our families expressed great satisfaction with The Centre and have provided numerous suggestions that we are happy to support, they all expressed in one way or another a desire for someone to help them navigate The Centre’s services and to help them find more supports in the community. Unfortunately, The Centre only has three social workers to prioritize the highest needs families. We estimate that we will need an additional nine social workers and four social worker assistants to support Centre families. The Centre is exploring options to increase the number of social workers and assistants to help families navigate through the health care system.

“Everyone is very kind, very knowledgeable, truly cares. I feel like I finally understand how it all works and who I can contact....”

“Wonderful place, more activities in the evening and weekend would help many parents as we work during the day. I could come in the summer because I have the summer off.”

Community Partners

Our community partners have asked for more educational opportunities, especially workshops led by our staff. The partners who were contacted by our consultant also highlighted how much they learn from Centre staff.



Experiential Indigenous learning for Sophie’s Place partners and The Centre staff in the Katzie First Nation Long House.

This past fiscal year we were able to support workshops on a range of topics for service providers in the community.

- Three workshops on Indigenous-specific needs attended by community partners and Centre staff – aggregated: 85.7% “Met expectations.” Most comments asked for more workshops led by Indigenous speakers.
- Six Supported Child Development workshops attended by community partners and Centre staff – aggregated: 91.3% “Met expectations.” Comments outlined a list of potential subjects for future workshops. A strong minority of comments asked for workshops to be longer.

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 e.g., Autism, Fetal Alcohol Spectrum Disorder, Substance Exposure	Congenital Anomalies/ Genetic Syndrome e.g., Cleft Palate, Down’s Syndrome, Fragile X Syndrome, Williams Syndrome	Developmental Disorders e.g., Fine or Gross Motor Delay, Language Disorders, Visual or Hearing Impairment	Neurological Disorders e.g., Ataxia, Cerebral Palsy, Muscular Dystrophy, Epilepsy, Spina Bifida	Orthopedic Diseases e.g., Arthrogyposis, Scoliosis, Club Foot Casting & Splinting	Typical Development
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							

Operational Outcomes

Operational Excellence	Performance Indicators/targets	2023-24 Outcomes	2024-25 Outcomes
<p>INNOVATION</p> <p>Streamline administrative processes</p> <p>Strategize for expansion of programs and sub-contracting services</p> <p>OPERATIONS</p> <p>Optimize services & program delivery effectively & efficiently</p> <p>Increase collaboration & partnerships with professional colleagues</p> <p>EVIDENCE BASED SERVICE DELIVERY</p> <p>Use best-practice measures for service effectiveness and efficiency</p> <p>Streamline data input to support continual quality improvement</p>	<ul style="list-style-type: none"> Improved Nucleus reporting Aggregate of each department child improvement ratings Children, youth per FTE (Avg 29-40) Min 5% of all persons served files reviewed per annum Average quality of files per quarter(Q) of 75% (good or great) 	<ul style="list-style-type: none"> Performance Indicators undergoing review to capture extraordinary growth in service delivery. # children per FTE = 38.6, an increase of 4% over previous year. Monthly avg waitlist: 218 Min 5% files reviewed 	<ul style="list-style-type: none"> Performance Indicators review is ongoing to streamline process for collecting relevant data # children per FTE = 41.1 an increase of 6.3% over previous year Monthly avg waitlist: 149.3, a decrease of 31.6% Min 5% files reviewed File quality: Q1 83.3%, Q2 76.2%, Q3 80.6%, Q4 81.4%



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 children and their families 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](#)).

Psychology and Social Work

The Department of Psychology and Social Work is comprised of the mental health, key worker, and social work services. The director of the department is Dr. Poonam Tangri, a registered psychologist.

- The Mental Health program serves children who have both a developmental disability and a significant behaviour and/or mental health concern. Centre psychologists and mental health clinicians work with children and families to learn skills to deal with issues such as anxiety, depression, and behavioural problems.
- Social workers assist families with navigating the healthcare system, advocacy, and applying for funding for specialized needs such as equipment or home renovations.
- The Key Worker program serves families with a child or youth affected by Fetal Alcohol Spectrum Disorder or a related neurodevelopmental disorder (NDD). Key workers serve as experts who can provide families with education about NDDs, link children, youth and their families 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 2024-2025, the Department of Psychology and Social Work served 989 unique children and youth and provided 16,607 hours of service. This represents a 37% increase in hours of service and a 4% increase in children served relative to FY 2023-2024.

Effectiveness: Children and youth averaged a decrease of 15 points on the Behavioral Assessment System for Children (BASC-3). This indicates that children and youth experience significantly fewer behavioural and mental health problems as a result of receiving services in the department.

Highlights from 2024-2025 include:

Quick Summary

Psychology & SW

989 unique children & youth
(↑ 4%)
16,607 service hours (↑ 37%)
Avg 15 points (BASC-3)
improvement

Early Years

2,402 unique children

“Small in-person group sessions were perfect. I felt acknowledged and heard while learning in comfortable setting.”

- The Key Worker program received a significant increase in funding from the Ministry of Children and Family Development. As a result, we hired six master's level clinicians to serve significantly more children with Fetal Alcohol Spectrum Disorder (FASD), Complex Developmental Behavioural Conditions (CDBC), and other neurodevelopmental disorders.
- The new key workers were enrolled in the San'yas Indigenous Cultural Safety program, which provides clinicians with the background knowledge and tools to be sensitive to the needs of Indigenous children and youth. All key workers have completed the San'yas training, as have most of the staff in the Early Years, Mental Health, and Social Work programs.
- The Mental Health program continues to increase the number of groups provided by The Centre to meet mental health services demand. Groups are offered in English, Punjabi, Hindi, and Urdu to serve the diverse population of children, youth and families in the South Fraser. This year, the program introduced a new parent/caregiver support and education group. Additional groups include those that address challenging behaviours in children and groups for parents/caregivers who have a child with confirmed or suspected Autism.

Early Years

Located in Newton, the Early Years Hub coordinated by Dr. Karen Janzen, provides a low-barrier program for all families with children ages birth through six years old who live in the cities of Surrey or White Rock.

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 also actively collaborates with community agencies such as libraries, food banks, and charitable organizations to partner on delivering service to vulnerable families with young children. The Centre's Early Years team also works closely with Indigenous agencies to provide culturally safe services to Indigenous children and families. In FY 2024-25, the Early Years program served an average of 582 children per month, and provided 8,468 hours of service to children and families.

Highlights from 2024-2025 include:

- The monthly Indigenous Group called Braided Together focuses on nurturing and cultural connection. Activities included making bannock, guest elders, drumming, beading, and cultural teachings.
- Our annual Winterwear Giveaway was attended by over 100 families. The EY and The Centre staff collected donations of gently used winter clothing to distribute to families in need, many of whom are new to Canada and its cold winters. We delivered clothes to those unable to go to the Hub.
- We developed cultural groups such as our Filipino group led by one of our Filipino speaking staff members. These groups allow parents and caregivers of young children to connect with other people from their culture, share their stories, and for many families, engage in their shared experience of raising a child with support needs.

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.

Based on the success of our pilot in the previous year, we have implemented our first full year of the clinic model of service delivery for those children transitioning to kindergarten and still on the waitlist. We have successfully reduced the average wait time for children eligible for clinic days from 1.5 years to 10 months in OT and from 2.5 years to 1.5 years in CT. Further, these children would only have received one visit before going into kindergarten but with the new clinic model, most children received two visits this past year.

A significant challenge for the Med Rehab division started in September 2024, when a car drove into the wall in our OT area. We were very fortunate no one was injured; however, the resulting damage closed the OT and PT treatment spaces. The PT gym was repaired and opened the end of March 2025, but the OT area is still closed. Staff were incredibly resilient and innovative during this challenging time and found different areas to provide service to our children. We also leveraged our community partnerships and found free space through the generosity of our Surrey School District partners.

We continue to focus on implementing the F-Words which can be applied across all forms of service delivery. F-Words is a program from [CanChild](#) that promotes Functioning, Family, Fitness, Fun, Friends, and Future when developing child-centred goals with which families can engage.

As we review and set goals with families, we endeavor to incorporate the parent and child expectations and dreams for their future.

We were grateful to receive more funding from the provincial government to increase Occupational Therapy and Communication Therapy staff. We successfully filled the positions by October 2024 despite a very challenging job market.

We have also been privileged to be able to support the childcare, Awahsuk preschool and Spirit Bear Drop in at the Fraser Region Aboriginal Friendship Centre Association (FRAFCA) location with OT, PT and CT services to make services seamless for our urban Indigenous community.

Quick Summary

Communication Therapy

1,581 unique children

(↑ 19%)

932 new children

(↑ 35%)

12,175 service hours

Occupational Therapy

1,827 unique children

(↑ 13%)

993 new children

(↑ 30%)

25,329 service hours

(↑ 42%)

Physiotherapy

1,275 unique children

(↓ 5%)

520 new children

(↑ 9%)

16,616 service hours

(↑ 6%)

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 hybrid service model. Families can also take advantage of the new clinic services which help us see children 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.

In 2023-24, we served 1,581 children (19% increase), including 932 new children (35% increase), over 12,175 service hours (38% increase).

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

In addition, our Early Intervention Sensory OT specialist continues to offer individualized sensory services

to children and leads workshops for other service providers. OT therapists also support other programs such as providing monthly consultation to the SCD Practically Preschool drop-in group and work collaboratively on our specialty teams.

In 2024-25, we served 1,827 children and youth (an increase of 13%), with 993 new children (an increase of 30%) over 25,329 service session hours (an increase of 42%).

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



which helps improve their fitness. Our unique Outdoor Assessment Lab has greatly contributed to the natural play space for children to practice and develop their skills.

Physiotherapists served 1,275 children and youth (5% decrease), with 520 new children (9% increase) over 16,616 session hours (an increase of 6%).

Donor Supported Services

The Centre for Child Development has developed specialized programs to address specific needs of our children and youth. 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.

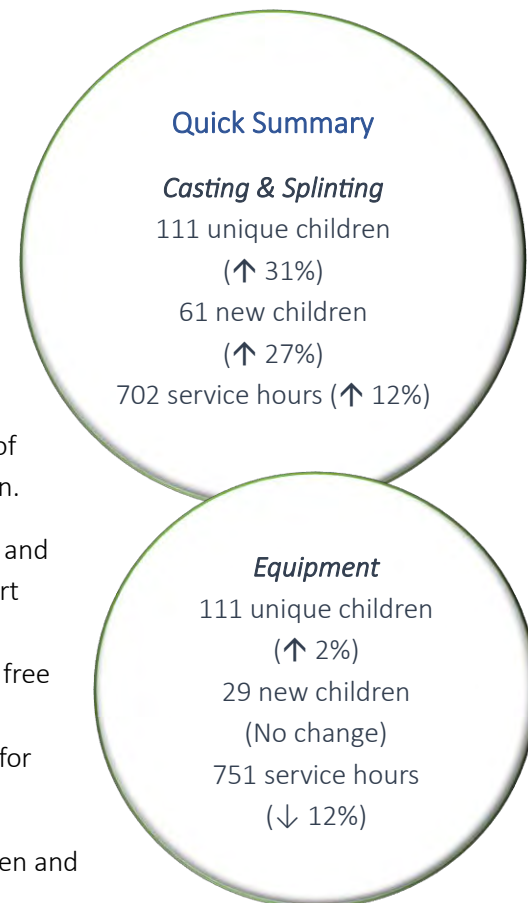
The team provided casts and splints for 111 children and youth (31% increase), 61 new children (increase of 27%), over a total of 702 service hours (12% increase).

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 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 2024-25, the team worked on equipment for 111 children and youth (2% increase) with 29 new children (no change) over a total of 751 service hours (decrease of 12%).

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 (0.40 FTE) occupational therapy (0.50 FTE) and speech and language pathology (0.40 FTE) support. We will access The Centre social workers and mental health clinicians when needed. The FNT is an intensive program for our most medically involved children as most new children require all four disciplines at the beginning of their service. Following the initial assessment and recommendations, children may continue to receive follow-up appointments to address their complex needs.

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. Our team also collaborates closely with the At Home Program. This year we have found the children and youth being referred have more complex medical and social needs than previous years. There has been an increase in the number of children with tracheostomies and ventilators, and families requiring interpreter services.

As part of our continuous learning to provide excellent service with evidence-based practice, we participate in a monthly provincial *Feeding Interest* group that explores best practice based on case presentation and discussion.

The multi-disciplinary team served 125 of our most vulnerable and complex care children (15% decrease) with 32 new children (26% decrease) over a total of 1873 service hours (decrease of 10%).

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 especially in our unique therapy pool.

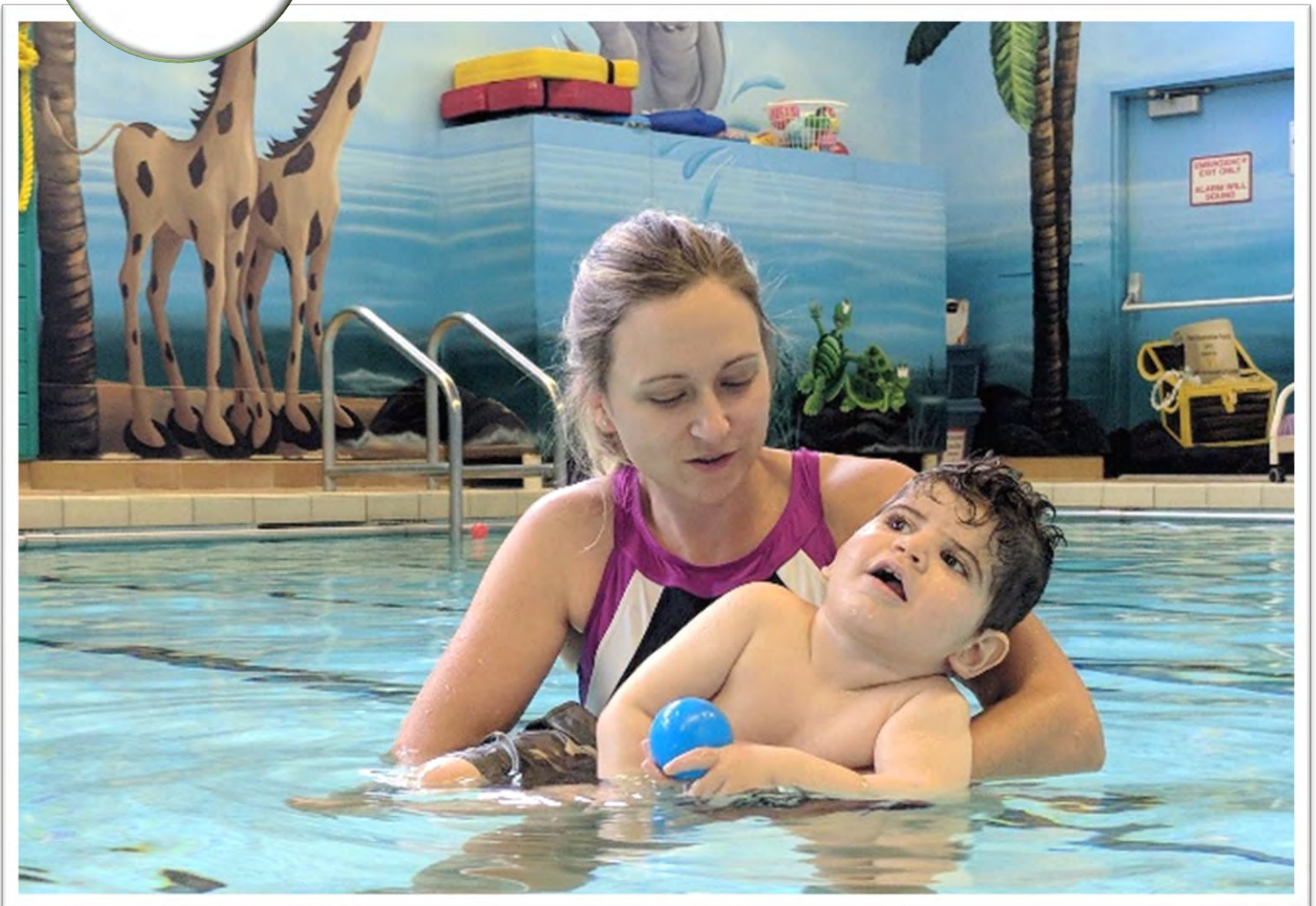
Our pool is smaller and quieter than community pools, making treatment less stressful for children who have sensory sensitivities such as Autism. Children of all mobility levels can participate in the fully accessible pool. The warm water makes therapy easier for our children to move in the pool.

The Physiotherapy, Occupational Therapy and Communication Therapy departments also use the pool for therapy sessions. With the increase in recreation assistant workers' time, we now have regular treatment sessions in the pool for children and youth who will benefit most.

For 2024-25 we had 406 individual pool sessions, an increase of 97%. As well, we offered two groups, Lil' Waders and Move & Play which were both well attended.

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

406 Pool Sessions
(↑ 97%)



Supported Child Development & Childcare

This division is led by Rebecca Mitchell, Vice President, Supported Child Development & Childcare.

Supported Child Development

In 2024-2025, the Supported Child Development program (SCD) continues to keep a focus on capacity building for inclusive practices within the Surrey/White Rock childcare community. This includes offering training and workshops for providers and SCD staff, sharing of resources, collaborative problem-solving, and strengthening the impact of consultant visits with a program wide and shared responsibility lens. This year we were able to send out a provider survey and received valuable feedback to positive shifts for inclusive childcare and to highlight areas where we can continue to grow and improve.

By being responsive to community program needs and preference for how they receive extra staffing support, we have met contract and community needs through staffing and disbursement dollars.

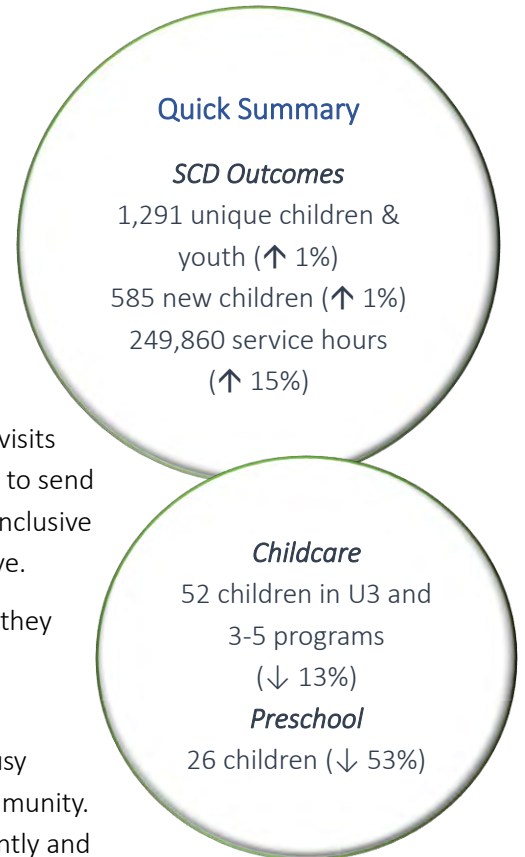
The senior consultants, as well as our mental health clinician, have been busy both educating and mentoring early learning and care providers in the community. The number of providers participating in workshops has increased significantly and some of our larger organizations have enthusiastically and supportively engaged with the Pyramid Model mentoring process. We had targeted 500 providers for our workshops and have had twice that many, over 1000, attend! Their comments tell us they want to learn more about inclusive childcare strategies.

Preschool and Childcare

As reported in the 2024-2025 Childcare Family Survey, families are very satisfied with The Centre’s childcare and preschool programs: 94.87% of parents indicated a positive experience with The Centre and the services provided by the childcare and preschool. As one parent noted, “childcare staff are always friendly and welcoming. My children look forward to daycare every day because of them.” Further, 88% of parents felt their child was given the opportunity to develop in all areas and that their child’s needs were met. Most importantly, 95% of parents felt the childcare program was beneficial to their child.

Our preschool received positive feedback from a child’s behavior consultant doing an observation. She stated,

“It is very evident that all staff are highly skilled and passionate about quality childcare, it is so wonderful to see! They all had some helpful information to share, they were so supportive and such creative problem-solvers in an environment that the support needs of the group are perhaps higher. You have a fantastic team and I could not be more happy to report that our J is in excellent and capable hands!”



Our long-time Director, Tracy Kugi, retired at the end of January 2025 and was replaced by our seasoned and energetic Infant Toddler staff member Lori Lewis. Lori brings a strong relational quality with staff, parents and children and we are excited to have her in this role.

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 so that all children are successful.

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.

In the 2024-2025 fiscal year, we continued to build a reliable casual roster which has served to minimize disruptions in the programs. We have recruited skilled 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 continues to be used by both the childcare programs and The Centre's medical rehabilitation therapists. As the playground is set up to enable children of all abilities to experience outdoor play at their own level of development, it is enjoyed each day!

Dear All,

I am writing to express my profound gratitude to the Centre for Child and Development for the incredible support provided to my son, [--], in addressing his special needs. The dedication and care from your team have been instrumental in his progress and development.

We are forever grateful for your help in steering [--]'s life in a positive direction. Your unwavering support has not only helped him become a better child but also significantly improved his confidence and overall well-being.

I would like to extend a special mention to consultant [--] for her proactive and supportive approach. Her dedication and attention have made a significant difference in [--]'s journey.

Additionally, I am deeply grateful to his speech pathologist, [--], for her generosity in sharing ideas and advice. Her guidance has been invaluable, providing us with practical strategies and unwavering support that have made a substantial impact on [--]'s progress.

Furthermore, I would like to thank you for providing a support worker for [--] at daycare. This invaluable assistance has allowed us to work more hours, significantly helping our financial situation and providing peace of mind knowing that [--] is in good hands.

The compassion and expertise demonstrated by your team have exceeded our expectations, and we feel incredibly fortunate to have such dedicated professionals supporting [--]. Your efforts have not only improved his current situation but have also given us hope and confidence for his future.

Thank you once again for your exceptional commitment and support. [--]'s progress is a testament to the outstanding work being done at your center.

Warm Regards,

[email from a parent, summer 2024]



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, they form a multi-disciplinary team to provide a safe space for children and youth so that they can tell their story and access trauma-informed support services.

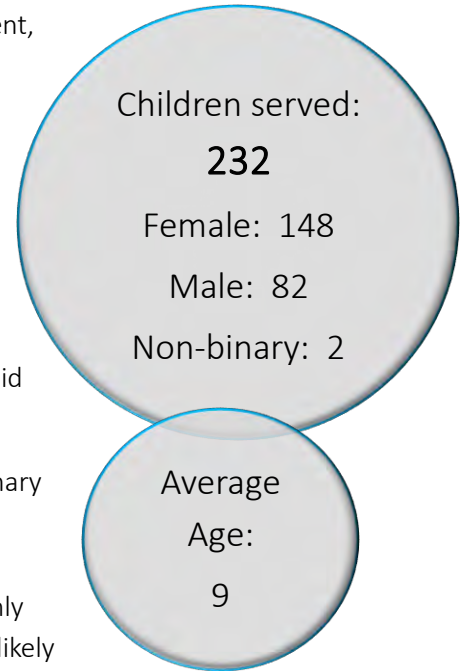
This year marked significant change and progress at Sophie's Place. We began the transition from Surrey RCMP to Surrey Police Service (SPS), welcomed a new vice president, completed key grant-funded projects, and laid the foundation to expand our wraparound services for children and families.

The transition to include SPS as a member of the Sophie's Place multidisciplinary team has begun. Sophie's Place has started to host open houses and give presentations to frontline officers. The new SPS members see the benefits of performing their sensitive interviews in such a supportive setting for this highly specialized work and are using Sophie's Place more often. The transition will likely take another year to fully complete.

Sophie's Place is also hosting tours and workshops for MCFD social workers to raise awareness of Sophie's Place services, the connection to The Centre's many support services, and to foster collaboration with information sharing that helps vulnerable children.

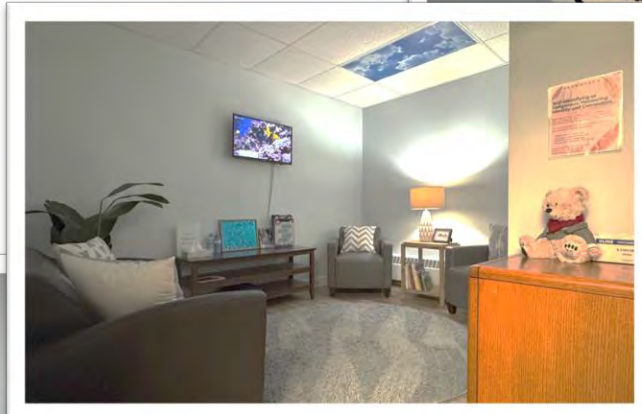
Several key initiatives were accomplished this past year. These include the completion of a new counselling room, a welcoming Toy Closet, a refreshed mural project throughout Sophie's Place and Little Sophie's Place (Surrey Courthouse), and culturally grounded outreach with Indigenous partners such as Kwantlen First Nation, Métis Nation of BC, Métis Family Services, and MCFD Circle 5 Elders. Sophie's Place MDT along with partner agencies and The Centre staff also participated in training workshops delivered by Len Pierre of Katzie First Nation.

With over \$54,000 in federal grant funding, the Sophie's Place team, guided by Indigenous Elders, transformed the space into a more trauma-informed, culturally inclusive environment. Artist Judy Pohl and her daughters painted BC landscapes and calming motifs throughout interview rooms and common areas. The funding also supported the development of a new welcome video (produced by a local Indigenous company), the creation of 40 traditional medicine kits, and translation of child-friendly literature into multiple languages including French, Punjabi, Tagalog, Mandarin, Arabic, Farsi, and Hindi.



Practical supports for families also grew. A transportation fund was created to help those facing barriers in attending appointments, and the Surrey Fire Fighters' Charitable Society continued to provide vital nutritional snacks to children living with food insecurity. We are grateful to them and to our Foundation Chair, Dylan Van Rooyen, for their unwavering support.

Throughout the year, we built relationships with key stakeholders including the Minister of Children and Family Development, Surrey Crown Counsel, and partners such as Side-by-Side Village, Fraser Valley Realtors Foundation, Lending Hand Society, and Western Coast Insurance. These connections are critical as we grow our capacity to serve the community with compassion, dignity, and care.



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.



Ministry of
Children and Family
Development



Ministry of
Public Safety and
Solicitor General



Canada



Department of Justice
Canada

Ministère de la Justice
Canada

