



Five Counties
CHILDREN'S CENTRE

Vision

To make dreams come true



Annual Report

2017 - 2018

Kacey learning to ride his bike with
our Rehabilitation Assistant Katie.

Annual Report of the Chairperson of the Board and the Chief Executive Officer

Who would have thought that we could learn a lesson from fish? Reflecting back on our 2017-18 adventures, I am reminded of the heroism of Nemo and Dory: two Disney stars who famously decided that *"When life gets you down, you know what you gotta do? Just keep swimming...just keep swimming..."* Nemo and Dory demonstrated perseverance, optimism, creativity and team work in order to find their way home. The Five Counties team demonstrated the same adventurous spirit to achieve success this year.



Perseverance helped us achieve
our strategic theme to:

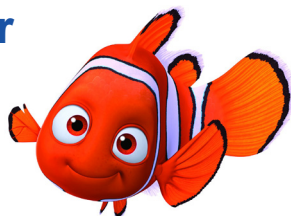
Help More Kids in More Ways.

*"When we see the undertow we say...
let's GO."*

Transfer of School Health Support Services Contracts:

The outcome of the Special Needs Strategy was that the Ministry of Children and Youth Services and the Ministry of Health and Long Term Care are transferring the existing School Health Support Services contracts from the Local Health Integration Networks (LHIN) to the Children's Treatment Centres for students requiring speech therapy, as well as occupational therapy and physiotherapy in publicly-funded schools.

This transfer has required significant legal negotiations and has been a key focus of work for the Centre over the past year. We expect these contracts will transfer before the September 2018 school year begins. We look forward to streamlining services to children, youth and their families through this transfer.



Shared Electronic Record / Privacy Impact Assessment / Threat Risk Assessment / Threat Vulnerability Assessment (PIA/TRA/TVA):

The Centre worked in partnership with 3 other Children's Treatment Centres to complete a PIA/TRA/TVA in preparation for using our GoldCare software as the basis of a shared electronic record. This is an important strategy to mitigate the risk to the Centre of becoming a Health Information Network Provider, in addition to our role as a Health Information Custodian. Through this process the Centre has gained significant expertise regarding our new role. We continue to work with our provincial partners to respond to recommendations and develop a plan to begin to roll out a shared record for families in 2018-19.

Optimism and creativity increased our influence and our ability to **Lead the Way Through Innovation: Create a culture of excellence, internally and externally.**

*You can do whatever you put
your mind to,*

"Just follow the shells home"

*"When something is too hard there is
always another way..."*

Commission on Accreditation of Rehabilitation Facilities (CARF) Accreditation

Five Counties Children's Centre received a Three Year Accreditation award through CARF based on internationally accepted standards. Achieving this accreditation demonstrates Five Counties Children's Centre's commitment to exceptional, personalized care. An organization receiving CARF accreditation has

undergone a detailed review process and has demonstrated its commitment to providing programs and services of the highest quality.

CARF found that Five Counties Children's Centre demonstrated:

"The organization has developed an active board that is led by a board chair who is engaged, invested in the organization, and committed to the overall success."

"The organizational leadership and strategic planning are effective toward accomplishing the mission of the organization."

"The performance management structure is well aligned with the leadership goals, and the efforts of the teams demonstrate forward progress on meeting the well-coordinated goals of the organization."

"The leadership has assumed a central role in the modifications planned to the service delivery systems in the region. This is a positive and public reflection of the skills and knowledge held within the organization."

Expanded Partnerships of Coordinated Service Planning

In our lead role as Coordinating Agency for Coordinated Service Planning, we are committed to including Indigenous families in our region in coordinated service planning. The Centre is working with four Lead Coordinating Agencies in a unique partnership with the Dnaagdawenmag Binnoojiyag Child and Family Services (DBCFS) to ensure families on our First Nations and in our communities receive culturally appropriate coordinated service

planning. DBCFS is an organization that is working towards assuming the child welfare role for Indigenous families in the following regions: Muskoka, Simcoe, York, Durham, Peterborough, City of Kawartha Lakes, Haliburton, Northumberland, Hastings and Prince Edward counties. The five Coordinating Agencies in the partnership are:

- Five Counties (CTC) Peterborough, City of Kawartha Lakes, Haliburton, Northumberland
- One Kids Place – CTC (Muskoka)
- Quinte CTC (Hastings, Prince Edward)
- Children's Treatment Network CTC (Simcoe, York)
- Resources for Exceptional Children and Youth (Durham)

DBCFS is interested in providing Coordinated Service Planning across their region.

Dissolution of the Foundation

Dave Adams, the Executive Director of the Foundation, announced his plans to retire. The Foundation Board of Trustees and the Centre Board of Directors agreed that this is an ideal time to review the governance model for the Foundation.

The Foundation Trustees determined that dissolving the Foundation would reduce the administrative support required to raise funds therefore maximizing the funds available to support the services provided by the Centre. An additional benefit is that incorporating fund development into the Centres functions will support the continued alignment of Fund Development and Centre communications. It is critical to successful public relations, and fund development communication is aligned.



Chloe in her Halloween "dinosaur" costume.

Teamwork

When you are lost remember –
you are not alone
*"This is the ocean silly we're not the
only two in here"*

Together:

- We provided service to 4,084 children.
- We increased the number of visits to 36,389 – an increase of 1,935 over the previous year.
- We offered learning opportunities to 14 students of speech language pathology, occupational therapy, physiotherapy, recreational therapy, communication disorder assistant and social work.
- Our employees benefited from 714 hours of professional development.

The vision and wisdom of the Board of Directors set the pathway of shells that guided us throughout the year. The leadership team and staff have been creative in developing plans and solutions to numerous threats and obstacles throughout our journey. We follow the lead of the families we serve as they motivate us to continue to be brave and achieve the dream of a seamless system of services. Our community partners work beside us as together we build a culture of "One Child,

One Plan, One Team." We appreciate the confidence that the Foundation Trustees have placed in the Centre by transferring the responsibility for fund development.

We look forward to building a seamless system of services for children, youth and their families in 2018-19 and continuing *to make dreams come true.*

Respectfully submitted:
Adam White, *Board Chair*
Diane Pick, *CEO*



Kate in her Halloween "Minion" costume.

Annual Report of the Medical Director

I am delighted to have this opportunity to present my first report as the Medical Director to the annual general meeting of the corporation of Five Counties Children's Centre (FCCC). These past nine months have been an exciting time as I have come to know and understand the various programs and services offered at FCCC. This has been further enhanced by several conferences and presentations that I have had the privilege to attend, and by the numerous staff members who have supported me as I become familiar with the Centre, its partners and communities.

Excellence in care.

First and foremost it is evident that FCCC is seen as a leader in the community for excellence in pediatric rehabilitation, and our clinicians continue to be recognized for their expertise. Over the past few months, members of our staff have presented at various meetings including the International Seating Symposium in British Columbia, the Ontario Association of Children's Rehabilitation Services, the Speech, Language and Hearing Association of Peterborough, and Grand Rounds presentations at Peterborough Regional Health Centre.

As passionate as they are about sharing their knowledge and expertise with their peers, the clinicians at FCCC are also dedicated to parent and community education. New workshops on self-regulation, executive functioning, sensory processing, and toilet training were developed and presented to parents at all three FCCC locations. This is in addition to the previously established schedule of workshops presented by speech language pathologists and occupational therapists on a wide array of clinically relevant topics that further sustain the direct therapy that our clinicians provide, and enhance the skills of caregivers.

Working as part of a bigger team.

Our partnerships within the community continue, and are strengthened, as we share orthopedic clinics with Grandview Children's Centre, and Complex Care Clinics with the Hospital for Sick Children. We continue to be an active part of the Diagnostic Hub for the Ontario Autism Program, providing diagnosis direction and education to those in need.

Evidence-based clinical practice.

We continue to strive to meet and exceed the standards of practice in the various subspecialty areas of pediatric rehabilitation. To that end we have been fortunate enough to engage the expertise of physiatrist, Dr. Mark Mason, to conduct Botox clinics here at FCCC. Dr. Mason will be using ultrasound or EMG-guided techniques for administering the injections. This ensures that FCCC is compliant with the current standards of care and also helps increase the likelihood of a successful outcome for patients. In addition, he will also be available to provide ongoing education for the staff on optimal use of

Botox for patients with cerebral palsy and motor impairments.

Clinicians at FCCC will also be updating their practice for Hip Surveillance to prevent hip dislocations for clients with cerebral palsy. These guidelines were recently released by an international panel of the American Academy of Cerebral Palsy and Developmental Medicine (AAPDM) and will be implemented here at FCCC.

The Centre's commitment to evidence-based practice will be further supported by my role on a task force of the AAPDM responsible for overseeing the development of Clinical Care Pathways for patients. This will ensure that our patients at FCCC have optimal access to evolving standards of care.

The Centre's commitment to quality of care and accountability was confirmed during the recent accreditation process. The Commission on Accreditation for Rehabilitation Facilities (CARF), after rigorous scrutiny of our clinical and business practices based on internationally accepted standards of care, concluded that FCCC had earned a full three-year accreditation.

I look forward to the opportunities the upcoming year will bring.

Respectfully submitted:
Shelina Manji MD FRCP (C),
Medical Director



Jeremy and Tanya in Little Notes Class.



Five Counties Children's Centre is committed to the highest quality of service possible. We continually strive to improve our protocols, treatment and outcomes. Five Counties Children's Centre received a three-year accreditation award from the Commission on Accreditation of Rehabilitation Facilities (CARF) on May 1, 2018. This is the highest standard an organization can achieve.

Below are some of the comments from our CARF Accreditation Surveyors:



"excellent interdisciplinary efforts to support the rights of clients served, in addition to advocacy at different community and government levels"

"Team members are dedicated to the mission and vision of the organization and show deep compassion for their clients"

"The organization is actively using an approach to care that is both data informed and evidence based"

"The team members are firmly committed to the mission of improving the quality of life and full inclusion of children with disabilities"



Annual Report of the Chair of the Board of Trustees

FCCC Foundation

Supporting the financial needs of the Five Counties Children's Centre is one of the main responsibilities of the Foundation. As Trustees, providing leadership in the strategic direction of the Foundation is critical—in being able to meet those needs. The results of this past year demonstrated what can be accomplished, over time, when everyone is singing from the same songbook. A strong year in 2017-2018 resulted in net revenue of \$701,877—which was \$450,000 better than budget.

A large contributor to our success was revenue received through estates which totaled \$355,000. Everyone at Five Counties feels privileged and honoured when we receive estate proceeds. What a compliment to our organization that an individual feels we are worthy to receive the fruits of their life's work.

Since 1975 Five Counties Children's Centre has been facing the future with vision and a strong desire to provide increasingly improved services. The Foundation, since 1989, has worked side by side in helping the Centre achieve their goals. This of course was made possible through the generosity of the communities we serve, the dedication of our loyal volunteers and the expertise of the Foundation's staff.

At the beginning of this year the Board was informed by its Executive Director that he would be retiring by year's end, after 26 years of steering the ship. A few months following his retirement notice, the Manager of Annual Giving gave notice that she was resigning, after 17 years of dedicated service.

The Foundation Board took this opportunity to review how other fundraising organizations were structured and the financial results they were able to achieve. A survey was conducted by the Board and in the end a decision was made to approach the Centre Board of Directors to consider taking on the responsibilities of fundraising through the creation of



Family Fun Night Program trip to the Lang Pioneer Village for Halloween: Emma, Caitlin, Josh, Chloe, Izzy, Kate, Emy and Lauren.

a Fund Development department. This was not a decision taken lightly as there were many factors to consider. After much deliberation the decision was made that by the end of fiscal 2018 there would be no Foundation staff and in the first half of fiscal 2019, with the approval of the Public Guardian and Trustee, Service Ontario and the Canada Revenue Agency, all assets of the Foundation would be transferred to the Centre and the Foundation would be dissolved.

I'm pleased to report that as of March 31, 2018 the process of dissolving the Foundation is well under way. Approval has been received from the Public Guardian and Trustee to transfer the assets of the Foundation to the Centre as per the plan that was presented to the Public Guardian and Trustee. The Centre has hired a Director of Fund Development and ongoing discussions between the Foundation's and Centre's Finance Committees are moving the process forward, to the eventual transfer of the Foundation's assets to the Centre.

Throughout this process the Foundation Board continues to meet to steward the processing of receipting donations, ensuring that fund generating information is shared with the Centre for a smooth and seamless transition, policies and procedures are followed and proper documentation of the dissolution of the Foundation occurs.

I'd like to take this opportunity to thank Dave Adams and Carolyn Fox for their years of dedicated service to the Foundation, the many volunteers who throughout the history of the Foundation have either helped raise funds or helped oversee the work of the Foundation as a Trustee on the Board, the loyal and passionate donors who we hope will continue to support the wonderful work done by the amazing staff at Five Counties and the many volunteers who have dedicated their time to sit on the Centre's Board of Directors.

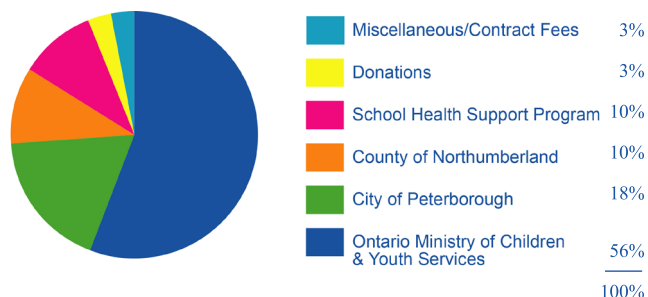
As I look ahead to the future I believe it will be our ability to enhance our relationship with, and to satisfy the needs of, each and every donor that will make future fundraising programs a success. When I look at the steps we have taken in this past year and the successes we've achieved, I look forward with confidence and optimism.

Respectfully submitted:
Bob Jameson,
Foundation Chairperson

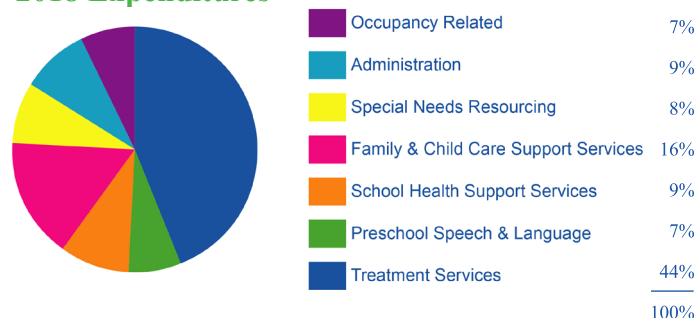
Financial Statements

Five Counties Children's Centre - General Fund

2018 Revenues



2018 Expenditures



STATEMENT OF FINANCIAL POSITION

MARCH 31, 2018

	2018	2017
ASSETS		
Current Assets & Long Term Investments	\$3,028,313	\$2,338,760
Fixed Assets (Net)	\$5,119,527	\$4,313,329
Total	\$8,147,840	\$6,652,089
LIABILITY AND EQUITY		
Current Liability	\$2,553,559	\$1,870,113
Fund Balances		
Invested in Capital Assets	\$5,119,527	\$4,313,329
Externally Restricted	\$125,487	\$192,192
Internally Restricted	\$27,396	\$27,396
Unrestricted	\$321,871	\$249,059
Total	\$8,147,840	\$6,652,089

A complete set of financial statements may be obtained upon request to the Chief Executive Officer.

STATEMENT OF CONSOLIDATED REVENUE AND EXPENDITURE - General Fund

Year ended March 31, 2018

	2018	2017
REVENUE		
Ministry of C&YS - Treatment	\$4,909,386	\$4,700,501
Ministry of C&YS - Preschool Speech	\$823,872	\$833,516
Ministry of C&YS - Infant Hearing	\$69,830	\$65,168
City of Peterborough	\$1,904,436	\$1,812,010
County of Northumberland	\$1,010,686	\$1,031,642
School Health Support Program	\$1,041,500	\$1,028,252
Donations	\$364,093	\$256,495
Interest	\$18,601	\$7,416
Interfund Transfers During the Year	0	0
Other Income	\$245,004	\$224,478
Total	\$10,387,408	\$9,959,478
EXPENDITURES		
Treatment Services	\$4,533,173	\$4,143,490
Preschool Speech and Language	\$754,672	\$813,404
School Health Support Services	\$863,937	\$885,684
Family & Child Care Support Services	\$1,681,392	\$1,635,669
Special Needs Resourcing	\$851,087	\$888,980
Administration	\$970,223	\$914,723
Occupancy Related	\$646,564	\$650,541
Total	\$10,301,048	\$9,932,491
EXCESS (DEFICIENCY) OF REVENUE	\$86,360	\$26,987



**Five Counties Children's Centre
Foundation**

Year ended March 31, 2018

FUND BALANCES - Beginning of Year	Endowed	Expendable	2018 Total	2017 Total
	\$1,939,226	\$230,259	\$2,169,485	\$2,093,332
ADD				
Revenues	+\$51,392	+\$811,781	+\$863,173	+\$726,414
	\$1,990,618	1,042,040	\$3,032,658	\$2,819,746
DEDUCT				
Expenditures	-\$13,629	-\$147,667	-\$161,296	-\$203,499
Transfer Between Funds	0	0	0	0
	\$1,976,989	\$894,373	\$2,871,362	\$2,616,247
Transferred to FCCC	-\$43,737	-\$435,198	-\$478,935	-\$446,762
BALANCES - End of Year	\$1,933,252	\$459,175	\$2,392,427	\$2,169,485

FCCCC *staff service Awards*



Jennifer Mai, *Physiotherapist*
Jane Peterson, *Occupational Therapist*



Charlie Bellerby, *Speech Language Pathologist*
Diane Waselenko, *Speech Language Pathologist*



Julia Clark, *Speech Language Pathologist*
Margo Kelly, *Communication Disorders Assistant*



Elizabeth Carmichael, *Program Manager, Northumberland*
Jessica McGrath, *Occupational Therapist*
Lynsie Scott, *Occupational Therapist*
Amy Schultz, *Preschool Resource Teacher*
Darlene Briscoe, *Preschool Resource Teacher*



Rachel Brown, *Occupational Therapist*

*Congratulations to all staff
receiving service awards!*

Retirements

May 1, 2017 - May 31, 2018

Heather Thomson, *Executive Assistant*
Kerri Murphy, *Occupational Therapist*
Diane Murtha, *Social Worker*
Dr. Mary Thain, *Medical Director*
Carolyn Fox, *Annual Giving Manager - Foundation*
Valerie Vickers, *Program Manager, Northumberland*
Kathleen McAuley, *Preschool Resource Teacher*
Paul Berwick, *Building Caretaker*
Beth Fraleigh, *Administrative Assistant*
David Adams, *Executive Director - Foundation*
Kathleen Berwick, *Administrative Assistant*
Sandra Simmons, *Systems Coordinator*
Barbara Purdie, *Physiotherapist*

Best Wishes!

Dory and Nemo images property of Disney

Five Counties Children's Centre 2017-2018 Board of Directors

Adam White
Linda Goldie
Kent Stringham
Dale Godin
Cyndi Gilmer
Paul Wilson
Jaime Barber

Karen Caddigan
Julie Davis
Ron Fotheringham
Kristine Hook
Rosemary Petryshyn
Ziyad Sidawi
Rhonda Smith

Five Counties Children's Centre Foundation 2017-2018 Board of Trustees

Bob Jameson
Tracy Magee
Mark Siegel
Barb Munro
Heath Sterling
Jason Chessar
Patrick McAuley

Christian Eriksson
Greg Shaw
Marty Kerslake
Noah Crowley
Pamela Wilson
Andrew Smith



Liam and his mom ice fishing.

**We believe that by working
together and being accountable,
we can make a difference.**

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