

# Building Abilities for Life



Lily and her Physiotherapist  
Stephanie

Annual Report  
2019 • 2020



Five Counties  
CHILDREN'S CENTRE

# Chairperson of the Board and the Chief Executive Officer

## Annual Report

Adam White Board Chair, Scott Pepin CEO



The Annual General Report is usually a look back at all the accomplishments, milestones and challenges we had throughout the previous fiscal year. These reports can act as a time capsule in which we can learn by reading past reports about the history of the organization and reflect on and measure how the organization has grown.

This past year will be one that we look back on frequently for many years to come. On March 15th, 2020, for the first time in the organization's 45 years, we had to temporarily close our doors to children and families. While the doors of our physical buildings were closed, the need didn't stop. Our staff pivoted, embracing technology and developed innovative ways to provide the necessary services during the pandemic.

Prior to the last two weeks of March it was a great year for Five Counties. As with every year there were many noteworthy accomplishments and though it isn't possible to capture them all, here are some of the highlights ...

### Help More Kids in More Ways

**The best and most beautiful things in the world cannot be seen or even touched. They must be felt with the heart.** – Helen Keller

Staff and families alike were thrilled with the **update to our Lindsay**

**location** in March 2019. The renovation which included a fun underwater mural and increased accessibility in our reception and waiting areas, made our entrance more welcoming and friendly – just how we like to greet everyone when they visit us. Our renovations were made possible through a grant from the Government of Canada Enabling Accessibility Fund.

One year later, we were happy to celebrate the **Grand Opening of our latest Smilezone at our Cobourg** location generously donated by the Smilezone Foundation and additional Northumberland community supporters. The beautiful murals reflecting our neighbouring farm communities, famous beaches, rolling hills and the Ganaraska Forest feature dozens of local animals, which help kids work on their language skills and open the possibilities for an Eye Spy treasure hunt! The Smilezone also includes toys and other kid-friendly activities meant to help improve the experience for children and families when they visit our children's treatment centre.

### Lead the Way Through Innovation

**When you can't change the direction of the wind — adjust your sails.**  
– H. Jackson Brown

### Information Technology

Through good planning in April of 2019 there was a restructuring of the **Information Technology department**

which brought our IT services internal. Little did we know how important this decision would be.

- Movement to MS Office 365 early in April 2019 helped us to improve our security for our communication internally and with families.
- With the COVID-19 pandemic and the move to close the Centre, all staff who were identified as requiring a computer to complete their work, left the building with the equipment that they required.
- MS Teams was available immediately for staff as a means of videoconference with colleagues, clients and their families, as well as community partners.
- Within one week of moving off-site, staff resources, including MS SharePoint, were moved to the Cloud to make them available to staff so they could continue their work while away from the Centre.

### Improve Outcomes for Children and Youth

**Anything is possible. Anything can be.** – Shel Silverstein

We continued creating, developing and embracing initiatives throughout the year that aligned with our value to Improve the Outcomes of Children and Youth:

**Speech Language Pathology Pilot Program** which streamlined children according to their identified

needs to the best evidence-based intervention.

**Bridges Out of Poverty Working Group** was developed to advise on service planning, customer service, policies and procedures and changes to process to reflect and support the life cycle and hidden rules experienced by poverty.

**Services Planning Sessions** were introduced with all families, to provide families with a non-threatening opportunity to understand their child's assessment results, complete outcome measures, contribute to goals, and collaborate with their clinicians to determine the plan which best suits their schedule and their child's needs.

**Peterborough School Based Rehabilitation Services** was successfully transitioned from existing contracted service providers in January for Speech and Language Therapy. This added an additional 6.6 staff to the Five Counties' Team.

Increase awareness of the critical services we provide to kids and families.

**"The biggest thing we get out of it is seeing the kids smile."** – Bobby Orr

Celebrating the amazing achievements of our kids and families and the wonderful ways our communities support them building abilities for life.

In each of our communities we've had wonderful events that have showcased Five Counties and our services and have also provided opportunities for our kids to live out their dreams.

## Hockey Highlights Five Counties:

**The Lindsay Muskies, Cobourg Cougars and Peterborough Petes** held Five Counties Game Days in support and celebration of the kids of Five Counties Children's Centre.

The Lindsay Muskies recruited hockey player Ryan as the team's seventh skater and hockey super fan Kendra as an assistant coach when



they played the Wellington Dukes.

Five Counties' brought a lot of talent to the Peterborough Petes' game against the Sudbury Wolves.

The Petes drafted seventh skater Daniel, assistant coaches Mitchell



and Mitchell M and hockey announcer Elliot in the booth.

Die-hard hockey fan Nick was signed by the Cobourg Cougars joining



them in the dressing room and on the ice as they prepared for their game against the St. Michael's Buzzers.

Fans at all games got to enjoy pre-game activities and a post-game skate with the team.

## Chair's Note

**CEO Retirement:** As with most years there are times we have to say goodbye. CEO Diane Pick announced that she was retiring this summer after an incredibly impressive career which included 14 years with Five Counties. Diane's impact will forever be evident in the great work that is done in our community but also throughout the Province.

**Leadership Into the Future:** The Board completed a year-long process of CEO recruitment which culminated in the hiring of Scott Pepin. Scott brings many years of experience in the Social Service sector as well as an astute business acumen. Scott fills many of the needs identified in consultation with families, staff, community partners and board members. Scott's hiring as Five Counties' leader marks a step toward meeting the needs of children and families as we journey into an ever-changing future. As a Board, we are excited to join with Scott in building a world where children and youth continue building abilities for life.

**With Deep Gratitude,** I conclude this third Annual Report as Chair. It has been a true honour and privilege to serve the Centre as Chair. You continue to influence and change my life - you always have; from the little boy that walked up and down the halls, to the outgoing Chair who has gained a new perspective on leadership and service, I can never say thank you enough. This December will mark my 42nd anniversary of connection with the Centre and today I am more proud than ever at the way Five Counties continues to change lives through function, family, fitness, fun, friends, and all because you care about every child's future.

# Helping More Kids in More Ways

**Total number of clients**  
served by FCCC **4,408**



## Clients served by **region**



**1,380**

in City of Kawartha Lakes  
and Minden



**1,648**

in Peterborough



**1,330**

in Northumberland

**50**

no site  
specific

## Clients served by **age**



**1,217**

**0-4**

years old



**2,984**

**5-14**

years old



**202**

**15-21**

years old



**5**

**22+**

years old

## FCCC Staff 2019 • 2020

Total number  
of **staff**

**113**

Total number  
of **students**

**9**

Total number  
of **volunteers**

**63**

Hours of **Professional  
Development**

**1,460 hours**



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.

# FCCC Staff Events

## 2019 • 2020

### Service Awards

#### 30 Years

**Susan Paszt** • Occupational Therapist  
**Angela Turner** • Resource Consultant

#### 25 Years

**Laura Buell** • Communication Instructor  
**J.W. Weitz** • Supervisor Facilities

#### 20 Years

**Ida Lloyd** • Speech Language Pathologist

#### 15 Years

**Lyn Bonsall** • Resource Consultant  
**Amanda Dunn** • Resource Consultant  
**Katie Crossley** • OTA/PTA  
**Miranda Entwistle** • Speech Language Pathologist  
**Kelly Meade** • SLP / ALP  
**Lois Moore** • Administrative Assistant  
**Jessica York** • OTA/PTA

#### 10 Years

**Stephanie Miske** • Physiotherapist  
**Andrew Nadeau** • IT Network Coordinator

#### 5 Years

**Jennifer Brooks** • Administrative Assistant  
**Jessalyn Cranley** • CDA  
**Stephanie Ferguson** • CDA

### Retirements

(April 1, 2019 to March 31, 2020)

**Charlie Bellerby** • Speech Language Pathologist

### Board of Directors

## 2019 • 2020

Mr. Adam White  
Ms. Kristy Hook  
Mr. Andrew Smith

Ms. Julie Davis  
Mr. Tony Doyle  
Ms. Karen Caddigan

Mr. Noah Crowley  
Dr. Cyndi Gilmer  
Mr. Hugh Parker

Mr. Ziyad Sidawi  
Mr. Kent Stringham  
Dr. Paul Wilson

# Smilezone

## (Cobourg)



The new mural in the hallway of the “Smilezone” at our Cobourg Site.

Smilezone includes murals based on local landscapes, toys, and other kid-friendly activities meant to help improve the experience for children and families when they visit the children’s treatment centre.

Our Cobourg Site had a beautiful makeover, generously donated by the Smilezone Foundation and additional Northumberland community supporters.

The bright, fun



Smilezone CEO Scott Bachley presents gift to Matt Clayton President of Port Hope and District Health Care Foundation.



# Celebrate Giving

## Tim Horton's Smile Cookie Campaign (Peterborough)

The 2019 Smile Cookie Campaign raised **\$68,246.70**, bringing smiles to many of our faces. The enthusiasm of the staff and restaurant owners in Peterborough, Lakefield and Bridgenorth was matched only by the generosity of our community.

## Wild for Hope Event

The Wild for Hope event and fundraiser continues to make a positive impact in the lives of our Centre families. In the two years the children of Five Counties have been the beneficiary, **\$11,160** has been raised and donated to the Centre to purchase specialized adaptive equipment our families can access for free through our loan program.

## 100 Guys Northumberland and 100 Women of Peterborough

A huge thank you to 100 Guys Northumberland and 100 Women of Peterborough for their generosity and support of Five Counties. These donations are made by individual community members who recognize the value the Centre brings to their area, making these gifts even more special to us.

## Peterborough Quaker Oats – Employee Giving Campaign

Our friends at Quaker Oats/Pepsi Co in Peterborough supported us through with their Employee Giving Campaign with a gift of **\$14,243**. We thank them for their hard work, generosity, and enthusiasm in raising these funds to help the children at the Centre receive the treatment they need.

## Port Hope and District Health Care Foundation

A **\$10,000** grant from the Foundation helped the Centre extend their hours and increase the Occupational Therapy treatments provided to children in Cobourg; ultimately, these services aim to build a child's abilities for life, helping them be more independent and allowing them to have more fun in their day to day activities. A second generous **\$10,000** gift supported our renovation in Cobourg and allowed us to improve our facility for the benefit of our kids and their families.

## Shorelines Casino

We were honoured to be chosen again this year as Shorelines Casino Peterborough Charity of Choice. Through their fundraising initiatives the staff raised an incredible **\$17,378**, bringing their lifetime total in partnership with the Centre to over **\$43,000**. A big thank you to Shorelines staff for their continued commitment to our kids.

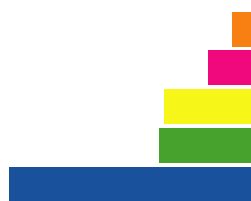
**Thank you to all our donors for helping our kids build their abilities for life!**

# Financial Statements

## 2019 • 2020


### Five Counties Children's Centre - General Fund

#### 2020 Revenues



Revenue	Amount	%
Donations	\$0	-1%
Miscellaneous/Contract Fees	\$425,268	4%
County of Northumberland	\$1,077,413	9%
School Health & Rehabilitation Programs	\$2,115,051	18%
City of Peterborough	\$2,227,946	18%
Ontario Ministry of Children, Community and Social Services	\$5,794,684	50%
<b>Total</b>	<b>\$11,640,362</b>	<b>100%</b>

#### 2020 Expenditures



Revenue	Amount	%
Occupancy Related	\$588,356	5%
Preschool Speech and Language	\$914,294	8%
Special Needs Resourcing	\$929,158	8%
Administration	\$1,556,810	13%
School Health Support Services	\$1,528,224	13%
Family & Child Care Support Services	\$1,990,764	17%
Treatment Services	\$4,208,522	36%
<b>Total</b>	<b>\$11,716,129</b>	<b>100%</b>

#### Statement of Financial Position March 31, 2020

Assets	2020	2019
Current Assets & Long Term Investments	\$4,457,780	\$4,404,592
Fixed Assets (Net)	7,069,214	7,284,991
<b>Total</b>	<b>\$11,526,994</b>	<b>\$11,689,583</b>

Liability	2020	2019
Current Liabilities	\$2,189,153	\$1,954,653
Long Term Liabilities	1,114,511	1,230,497
<b>Liabilities</b>	<b>\$3,303,664</b>	<b>\$3,185,150</b>

Equity	2020	2019
Invested in Capital Assets	\$4,938,540	\$4,962,490
Externally Restricted	2,196,410	2,311,653
Internally Restricted	962,650	945,884
Unrestricted	125,730	284,406
<b>Fund Balances</b>	<b>\$8,223,330</b>	<b>\$8,504,433</b>

Liability and Equity Total	2020	2019
	<b>\$11,526,994</b>	<b>\$11,689,583</b>

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, 2020

Revenue	2020	2019
Ministry of CCSS - Treatment	\$4,670,858	\$4,695,182
Ministry of CCSS - Preschool Speech	1,048,068	843,068
Ministry of CCSS - Infant Hearing	75,758	69,586
City of Peterborough	2,227,946	2,111,390
County of Northumberland	1,077,413	1,172,596
School Health & Rehabilitation Programs	2,115,051	1,436,936
Foundation Support to Centre	0	425,650
Interest	41,800	31,509
Interfund Transfers During the Year		-92,817
Other Income	383,468	264,751
<b>Total</b>	<b>\$11,640,362</b>	<b>\$10,957,851</b>

Expenditures	2020	2019
Treatment Services	\$4,208,522	\$4,437,554
Preschool Speech and Language	914,294	709,295
School Health Support Services	1,528,224	1,090,939
Family & Child Care Support Services	1,990,764	1,907,206
Special Needs Resourcing	929,158	967,988
Administration	1,556,810	1,178,484
Occupancy Related	588,356	643,930
<b>Total</b>	<b>\$11,716,129</b>	<b>\$10,935,396</b>

Excess (Deficiency) of Revenue	2020	2019
	(\$75,767)	\$22,456

## Donor Giving 2019 • 2020

Donations: \$637,231

Gift in kind support: \$49,421

**Total: \$686,652**

Number of donors: 1,220

Number of donations: 2,014

# Thank You!

## Winterfest

Winterfest highlights the beauty and excitement of the holidays, by bringing family and friends together to participate in activities as they begin celebrating the holiday season. This year, children had even more opportunities to try skill-building activities, just like we do with our clients when they come for therapy. The two weekends of glitter and games raised more than \$42,000!

## Have you met Scott?

Just a month before his second birthday, Scott discovered the freedom of walking on his own, thanks to a mini walker built just for him. Six months later he took his first steps without it.



Scott and his new walker!

While Scott has worked really hard to get to this point, his parents understand how fortunate they are to have the right team of therapists to support him.

Scott was born with a severe form of Cornelia de Lange Syndrome. Most kids with the same condition cannot even sit up yet. “They are not expected to walk until age four to six, if they live that long,” says his mother Joanna. “Yet our determined little boy does front rolls at his gymnastics class every week. He may be small, but no one should underestimate him.”

“My family and I see so many children coming into Five Counties’ waiting room with questions – like we had. It’s even harder for those whose children remain on the waiting list, hoping for that call to come and meet the kind and insightful staff who will show them how to help their child. I cannot imagine where we would be without the team who helped Scott,” stated Joanna.

Scott started coming to Five Counties when he was a week old, so he could learn to eat without choking. His syndrome is characterized by slow growth which makes him short for his age with four fingers on one hand. His physiotherapist worked on Scott’s balance as he was learning to sit up and crawl. She also suggested adding a strap inside his walker to give him more stability and more confidence.

“He was cheered on in the hallways by staff as he zipped from room to room, with a big smile on his face. Only my grin was wider. He made me so proud,” says Joanna. “Next, we plan to have him compete in a children’s triathlon alongside our two daughters. After all, we want him to have the same opportunities our daughters will have. It’s great to see him as a typical two-year-old. Now we are getting to see what he’s capable of and he’s so happy!”



Olaf and Max at Winterfest.



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Visit our website: [www.fivecounties.on.ca](http://www.fivecounties.on.ca)

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Support our kids at: [development@fivecounties.on.ca](mailto:development@fivecounties.on.ca)