



Five Counties
CHILDREN'S CENTRE

Building Abilities for Life



Five Counties' Kid Owen sharing the love

Annual Report 2021 • 2022

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

Kristy Hook, *Board Chair* • Scott Pepin, *CEO*

“The real voyage of discovery consists not in seeking new landscapes, but in having new eyes.” ~ Marcel Proust

The challenges of this last year have forced us to look at everything differently and in so doing allowed us to discover opportunities we never would have without being forced into that “corner” we call Covid 19. Navigating school closures, moving back and forth from virtual to in person treatment, and accessing space to treat kids in-Centre, PPE and vaccines was demanding and it would be neglectful not acknowledge the toll that it took on all of us. Now more than ever we have to address our mental health and the mental health of those we serve. Kindness, compassion, and understanding is needed when factors outside of our control impact us.

This was the final year of our 2019-2022 strategic plan and our strategic goals of *Helping More Kids in More Ways, Lead the Way Through Innovation, Improve Outcomes for Children and Youth, and Increase Awareness of the Critical Services We Provide Kids and Families.*

Helping More Kids in More Ways

Five Counties served 5,588 children this year! This was 1,182 more kids than our previous year and it was a 28% increase from our highest total of kids served pre-pandemic. This was done in large part by staff being flexible and serving each child and family in the best venue for them, whether that was virtual or in-person.

The roll out of new programs had a significant impact in the lives of our families. The introduction in the fall of Privately Purchased Services in Northumberland was very well received. Families were thankful to have opportunities to receive services sooner and utilize their benefits through the Ontario Autism Program (OAP) or their personal benefits program.

Five Counties also was awarded the Urgent Response Services program at the end of the fiscal year. This program provides the facilitation of wrap around services for families in the Ontario Autism Program in crisis. This 12-week program will help stabilize the urgent needs and facilitate the necessary supports

to help the families long-term.

We are grateful to our staff for their remarkable adaptability when providing services to kids in-Centre. With our new programs came an increase in staff to service the programs, increasing the number of people in already tight spaces. Rising once again to the challenge, clinicians found creative ways to share office and therapy spaces and made great use of our Blue Green Therapy Garden in Peterborough and our newly re-landscaped backyard in Lindsay. We're excited to share; planning is well underway for an outdoor treatment space at our Cobourg site.

Lead the Way Through Innovation

Five Counties is leading the province's push to modernize our Electronic Health Record practices. These changes will give families so many new ways to engage in their child's regarding their child's progress between sessions.

The Electronic Health Record was not the only modernization that Five Counties undertook this year.

We saw dramatic improvement in our communication systems from mobile, Wi-Fi and in-Centre phones as well as our security system enhancements at all our sites. This was a tremendous amount of work, and it ensures that the Centre will be able to meet the future communication needs for years to come.

Five Counties also maximized all our funding resources to improve our access to state-of-the-art equipment in the Augmentative Communication Services program and our Botox Clinic.

Improve Outcome for Children and Youth.

We know that kids wait longer for services and these waits have significant effects on many aspects of their life. Despite all the challenges during the pandemic Five Counties saw a 22% decrease in the number of kids waiting for Speech and Language, Occupational Therapy and Physiotherapy services. This decrease resulted in 201 fewer kids waiting for treatment. We had a 23% decrease in the number of kids waiting for our school-based services. This resulted in over 440 children being removed from the wait-list.

During the roll-out of vaccines Five Counties staff answered the call and protected our kids and themselves by rolling up their sleeves. Five Counties is a 100% vaccinated organization! Families tell us that they feel safe at Five Counties.



Kristy and Scott speaking with MPP Dave Smith

Finally, when our kids were approved to receive vaccines, Five Counties worked with Peterborough Public Health to create a sensory/family friendly Vaccine Clinic for youth hosted on-site at Five Counties. This resulted in hundreds of kids receiving both doses with Five Counties' staff there to support the kids, families and the nurses who were providing the injections.

Increase Awareness of the Critical Services We Provide to Kids and Families

This fiscal year, after 10 years of flat funding from the provincial government, Five Counties received 1.48 million dollars in new funding to address wait-lists and create a centralized point for families to access care. Five Counties helped lead the way by becoming an early adopter of the new SmartStart Hub. These Hubs are intended to provide support to families and providers that have concerns or questions about their children's developmental needs. This year we launched our

Building Abilities for Life Campaign to raise funds to improve access to Speech and Language services. Our small but mighty fund development team alongside staff and leaders could be seen all around the Five Counties' catchment area promoting the great work of the Centre.

Five Counties also continues to be a developmental expert in the lives of children. We had an increased presence in all areas of media, providing insight into the challenges children are facing during the pandemic, as well as sharing the story of Five Counties to raise awareness.

While in the midst of a pandemic where many organizations are just trying to weather the storm, Five Counties thrived! We approached each challenge as an opportunity and looked for ways to innovate and keep meeting the needs of our kids and families.

2021 • 2022

Helping More Kids in More Ways

5,588
Clients served
by FCCC



Clients served by region

- 2,772 in Peterborough
- 1,505 in Northumberland
- 1,176 in City of Kawartha Lakes
- 198 Other regions



Clients served by age

- 1,410 infant - 4 years old
- 3,917 5 - 12 years old
- 252 13 - 21 years old
- 9 22+ years old



3,238
New
Referrals

46,750
Total Visits



Clients served by Program

Community Based Rehabilitation Services

- 1806 Speech Services
- 1250 Occupational Therapy
- 894 Physiotherapy
- 478 Social Work
- 368 Resource Consultation Services
- 176 Augmentative Communication Services
- 96 Recreation Therapy

School Based Rehabilitation Services

- 2489 Occupational Therapy
- 1091 Speech Services
- 234 Physiotherapy



125
Parent
Workshops

"I don't know what we would do without our team of support.

"We're so grateful for the dedication and care of the Five Counties Children's Centre staff." ~ Family Centre Parent

2021 • 2022

Improve Outcomes for Children and Youth



Complexity of Needs

64.04%
Clients with
1 service need

35.96%
Clients with
2 + service needs

2,495*
Kids waiting
for treatment
*as of 31 March 2021



Gilbert loves music and is learning to play the piano. He is also a Five Counties kid.

Gilbert began his Five Counties journey when he was five months old. His parents, Grace and Joe started noticing he was a bit of a “floppy baby” which they later found out was called hypotonia, a condition which can be caused by missing genes. This discovery resulted in Gilbert starting treatment at Five Counties.

“When we received his diagnosis, we start wondering, what does this mean for him as an adult? Will he ever run up to me saying ‘mommy’?” said Grace. “As a parent, you are thrown into this world of having a child who has special needs. He is different than other children, different than your friends’ kids and different than his cousins. Five Counties helps you navigate this new world. Without Five Counties we would have been lost and Gilbert probably wouldn’t be as far as he is in his journey.”

Right from the beginning Gilbert was able to benefit multiple services from Five Counties. When he was a baby, he saw the speech therapist, physiotherapist, occupational therapist, and social worker.

Gilbert has two main goals right now, communication and walking. With Five Counties’ support and guidance Gilbert now uses pictures to communicate with his family. It was a relief to be able to have an open line of communication with her son, “He has all of this information in his head, he just hasn’t been able to speak yet, but now he can let us know what he wants,” says Grace.

“I’ve never had a day where I felt like I wasn’t heard. It’s amazing to have a full team behind me,” says Grace. “I don’t know if people know how much Five Counties helps the whole family.”



of Virtual Visits 2,322

- 543** Speech Services
- 305** Occupational Therapy
- 183** Physiotherapy
- 120** Resource Consultation Services
- 124** Social Work
- 58** Recreation Therapy

- 429** School Based Rehab Speech Services
- 316** School Based Rehab Occupational Therapy
- 33** School Based Rehab Physiotherapy

2021 • 2022 FCCC Staff Events

Service Awards for the Calendar Year 2022

40
Years

Darlene Callan, *Director of Clinical Services*

35
Years

Elizabeth Martinell, *Program Manager ACS, IT, Security, Privacy and Performance*
Janet Thompson, *Administrative Assistant*

20
Years

Heather Ogden, *Speech Language Pathologist*
Colleen Ristok, *Recreation Therapist Coordinator*
Kate Wentzel, *Speech Language Pathologist*

15
Years

Diane DeHaan, *Communication Disorders Assistant*
Veni Govender, *Speech Language Pathologist*
Allison Hunks, *Occupational Therapist*
Laura McAuley, *Administrative Assistant*
Amy Smith, *Occupational Therapist*
Heather Wright, *Occupational Therapist*

10
Years

Leslie Piekarski, *Speech Language Pathologist*

5
Years

Stephanie Bowie, *Communications Coordinator*
Kelsey McHolm, *Physiotherapist*
Stephanie Price, *Occupational Therapy/Physiotherapy Assistant*
Yvette Virgin, *Building Caretaker*
Victoria Zotz, *Occupational Therapist*

Congratulations to all staff receiving service awards!



Nicole and Kate on Pink Shirt Day



128

Total number of Staff



7

Total number of Students



1,994 hours

Hours of Professional Development



72

Total number of Volunteers

Retirements (April 1, 2021 - March 31, 2022)

David Cameron, *Building Caretaker*
Kathleen Cox, *Occupational Therapist*
Jan Graham, *Occupational/Physiotherapy Assistant*
Bill Parrington, *Manager, Finance and Administration*
Lea Thomas, *Leadership & Legacy Giving Coordinator*

Best wishes and thank you!

Board of Directors 2021 • 2022

Kristy Hook

Julie Davis

Galen Eagle

Hugh Parker

Adam White

Tony Doyle

Isabelle Keeley

Alyssa Row

Andrew Smith

Anne Marie Duncan

Rennie Lowes

Ziyad Sidawi

Paul Wilson



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) in March 2021. This is the highest standard an organization can achieve.

Donor Giving 2021 • 2022

\$553,822 in Donations

1,409 Number of Donors

\$ 25,301 in Gift in Kind Support

2,740 Number of Donations

\$579,123 in Total Giving



Mom Ashley, Alexa, Dad Justin and Marino

To all of our Volunteers and Donors

Fundraising in the communities we serve means we can better meet the diverse and growing needs of the children and families who come to us for help. We send our thanks to all the caring individuals, businesses and organizations whose contributions changed lives and made so much possible this past year. You helped Five Counties' kids communicate, learn, move, play, and connect in ways their families never thought possible during one of our world's most challenging periods.

The generosity of our supporters, donors and volunteers made the continued care of the children receiving therapy at Five Counties and their families an essential priority when determining where to invest their resources in our communities. Whether you are a long time or first-time supporter, we want to say a big thank you to all those in our caring community who continue to believe in making a difference in the lives of kids in need. Your resilience helped keep kids in treatment when they needed it most.

One of those children you helped is Alexa. Before she was even born, Alexa's parents Justin and Ashley were given her diagnosis of Down Syndrome. They couldn't imagine what it would be like if Five Counties weren't located so close to their home. From feeding supports when she was a baby, learning to walk, enhancing her communication skills, and loaning out equipment to help with mobility and balance, Five Counties has played a role in helping Alexa become who she is today.

"Alexa can sometimes be left off to the side and that's really hard to watch. She's happy to play by herself but many times I wonder if she knows. That's one of the hardest things to see," says Ashley. Justin echoes these feelings when explaining that one of the long-term goals for Alexa is to be able to communicate with clerks at a grocery store. Although it may seem like a simple task, it means independence for Alexa and peace of mind for her parents.

"We're grateful they're local and we haven't had to leave town to get these services. If there was no Five Counties, it would be so much harder. You walk through the doors and everything you need is there."

Together with our supporters, we can ensure the over 4,400 children and families we serve in Peterborough, Northumberland, City of Kawartha Lakes, Haliburton and Minden continue to receive the best care possible when they need it the most and to build their abilities for life. Thank you for giving so generously to the kids at Five Counties Children's Centre.



It was with great sadness and many tears that we said goodbye to our dear friend Dave Adams.

Dave's generosity and enthusiasm was limitless, and infectious. He made a lasting impact on the lives of hundreds of children, youth and families over the years.

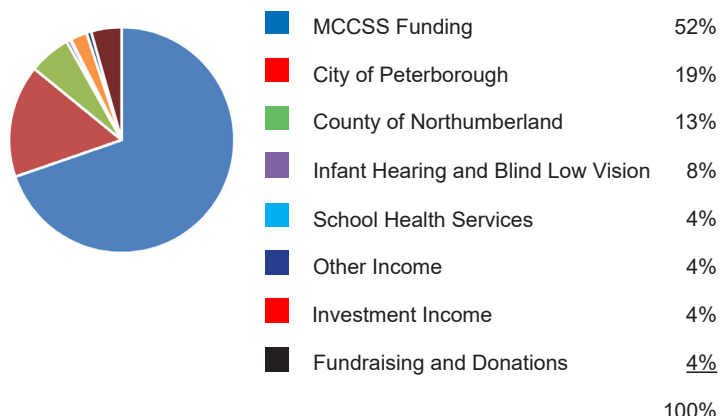
Dave, what YOU did for kids is amazing!

2021 • 2022 Financial Statements*

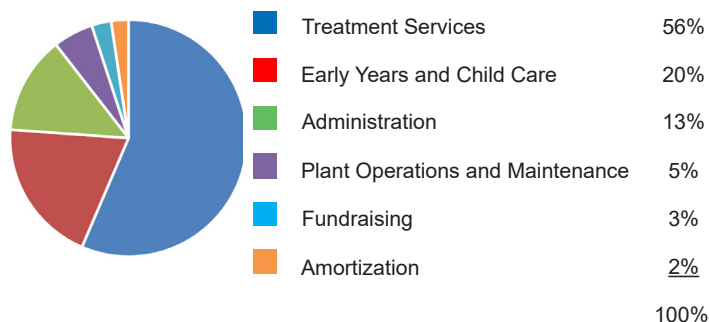
* A complete set of financial statements may be obtained upon request to the Chief Executive Officer.

Five Counties Children's Centre - General Fund

Revenues



Expenses



STATEMENT OF FINANCIAL POSITION March 31, 2022

	2022	2021		2022	2021
ASSETS			REVENUE		
Current Assets & Long Term Inv.	\$4,424,873	\$4,617,563	MCCSS Funding	\$9,228,259	\$7,723,862
Fixed Assets (Net)	<u>6,631,159</u>	<u>\$6,766,717</u>	City of Peterborough	2,136,448	1,406,314
	<u>11,056,032</u>	<u>\$11,384,280</u>	County of Northumberland	792,484	905,922
LIABILITIES AND EQUITY			Infant Hearing and Blind Low Vision	71,893	71,225
Current Liabilities	2,264,654	\$2,459,575	School Health Services	19,479	19,231
Long Term Liabilities	<u>834,295</u>	<u>\$1,079,027</u>	Other Income	315,907	259,643
Liabilities	<u>3,098,949</u>	<u>\$3,538,602</u>	Investment Income	89,921	198,065
Invested in Capital Assets	4,768,746	\$4,670,191	Fundraising and Donations	<u>580,343</u>	<u>505,609</u>
Externally Restricted	1,745,258	\$2,412,515		<u>\$13,234,734</u>	<u>\$11,089,871</u>
Internally Restricted	1,178,228	\$459,674	EXPENDITURES		
Unrestricted	<u>264,851</u>	<u>\$303,298</u>	Treatment Services	7,406,305	6,619,688
Fund Balances	<u>7,957,083</u>	<u>\$7,845,678</u>	Early Years and Child Care	2,585,105	2,052,414
	<u>\$11,056,032</u>	<u>\$11,384,280</u>	Administration	1,751,849	1,613,466
			Plant Operations and Maintenance	719,759	589,292
			Fundraising	349,936	276,357
			Amortization	310,375	316,306
				<u>\$13,123,329</u>	<u>\$11,467,523</u>
			EXCESS (DEFICIENCY) OF REVENUE	\$111,405	(\$377,625)



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 General email: info@fivecounties.on.ca
 Support our kids at: development@fivecounties.on.ca

Charitable Registration Number: # 12397 6342 RR0001