

Annual Report 2022/23

fivecounties.on.ca



Words of Welcome: Our CEO and Board Chairperson

To Five Counties Friends, Families and Supporters:



CEO Scott Pepin



**Kristy Hook,
Board Chair**



Watch
VIDEO MESSAGES
FROM OUR CEO +
BOARD CHAIR

www.fivecounties.on.ca/annual-report-2022-2023

Meet Our
BOARD OF
DIRECTORS



Another amazing year has passed at Five Counties Children's Centre as we help children and youth with physical, developmental and communication needs. As you'll discover in these pages and online, 2022/23 was notable for many reasons:

- We served more than 6,200 children/youth and their families in Peterborough, Northumberland, Kawartha Lakes and Haliburton. Supporting so many kids is a huge credit to our staff and represents the largest number of annual clients we have ever served in our history.
- We adopted a new Strategic Plan with five key areas of focus. Over the next three years, it will help us better support staff and enhance our ability to deliver quality, timely care (*see next page for more details*).
- Five Counties launched new services for families, including the SmartStart Hub, and is working to put in place a new and updated Client Information System.
- Our support for staff included improved compensation and new programs to promote leadership and skills development.
- Continued community support helps us to enrich the independence and quality of life for the kids and families we serve.

One downside remains wait times for treatment, which can be as long as 18-24 months. We are working to reduce wait times and are advocating with other Children's Treatment Centres for additional provincial funding to help clear backlogs.

If pictures are worth a thousand words, two speak eloquently to what's transpired this year.

One came in late August 2022, when a young client, Alexa, and her mom Ashley, dropped off a \$200 donation for our Building Abilities For Life campaign. These funds go to support high-demand services like speech therapy that benefit hundreds of children like Alexa, and a fundraising initiative for which her family has already generously spoken about and supported.



The other moment was in February 2023 at the Family Day hockey game that Five Counties and the Peterborough Petes partner on each year. Another young client, Scott, and his family were chosen to do the pre-game ceremonial puck drop. Seeing Scott at centre ice was inspiring.



American writer and orator Robert Ingersoll once said, "We rise by lifting others." In that sense, it's kids like Alexa and Scott that help us reach new heights every day!

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Five Counties Children's Centre

Our Strategic Plan 2023-2025



Personalized Care Plus

- Implement SmartStart Hub
- Engage Alumni/Families
 - Build Capacity
 - Innovate

Workplace Culture & Talent

- Health + HR Resource Plan
- Internal Communications
- Develop Diversity Plan
- Support Placements
- Invest in Facilities
- Volunteers

Supporting Our Future Leaders

These words are well-suited to describe a new **Leadership Initiative** launched in 2023 for Five Counties staff.

www.fivecounties.on.ca/annual-report-2022-2023



Thought Leadership

- Strengthen Data Collection
- Advance Health Outcomes



Specialized, life-changing care happens here

Awareness

- Strong Communications
 - Tell Stories That Demonstrate Impact
 - Continue to Advocate
 - Leverage Sector Networks

Move to New Client Information System

First Children Treatment Centre in Ontario to Make Changeover to New System

User Friendly for Staff + More Interactive for Partners + Clients

Bigger Gifts & Support

- Diversify Fundraising Efforts
- Seek Business Partnerships

Bria's Story

Bria was born eight weeks premature, but with the help of "an amazing team at Five Counties," this seven-year-old is thriving. Read how mom Jessica describes Bria's journey.



Visit: www.fivecounties.on.ca/brias-story/



Watch Our 'THERE COMES A TIME' STRATEGIC PLAN VIDEO

www.fivecounties.on.ca/who-we-are/

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Five Counties Children's Centre

Delivering Services

Key Statistics* for Five Counties

*Stats cover period from
April 1, 2022 to March 31, 2023

6,203
Clients
Served



615
more than
2021/22



Kids/Youth Served by Area	# of Clients+	% of Clients
Peterborough	3,124	50%
Northumberland County	1,615	25%
City of Kawartha Lakes	1,304	21%
Haliburton County	236	4%

+Some kids received
treatment at more than one site



54,702
Total Visits



7,952
more than
2021/22



11.6%
rise from
2021/22

3,663
Total Referrals



Clients by Age

0-4 yrs **24%**

5-12 yrs **71%**

13-21 yrs **5%**



Learn
more about
'OUR SERVICES'

[www.fivecounties.
on.ca/
our-services/](http://www.fivecounties.on.ca/our-services/)

'I couldn't be happier having Five Counties so close to home'

Mom Katie is extremely grateful that help for her daughter Nova is close to home.

"Campbellford is only 15 minutes from home, so it made accessing care much easier," says Katie (pictured holding Nova and surrounded by her Five Counties care team). "I get so much support from everyone at Five Counties who has been part of (Nova's) team helping us in this journey. I couldn't be happier having it so close to home."

Nova was born with Down Syndrome and was referred to Five Counties for support by her family physician. She receives



We're proud to serve our communities:

- In Peterborough – since 1975
- In Lindsay – since 1981
- In Campbellford - since 1995
- In Cobourg - since 1998
- In Haliburton County - late 1980s

physio, occupational and speech therapies at Five Counties. While the Centre has had a location in Campbellford since 1995, its presence in the lower level of the Multi-Care Lodge on Oliver Road may be one of the community's best-kept secrets.

"We're proud to serve our entire region, delivering important services and care that is close to home for families," says Five Counties CEO Scott Pepin.

2,581
Kids Waiting
for Services*

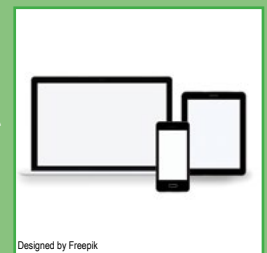


3.3%
higher than
2021/22

Complexity of Kids' Needs*



3,692
Virtual Visits*



3,867

***Kids Receiving
Rehabilitation
Services in Schools**



62%

**Occupational
Therapy**

**Speech and
Language
Therapy**

33%

5%

**Physiotherapy
Support**

Celebrating Our Staff Milestones

30 Years	Jennifer Mai, <i>Physiotherapist</i>
25 Years	Diane Waselenko, <i>Speech Language Pathologist</i>
20 Years	Julia Clark, <i>Speech Language Pathologist</i>
15 Years	- Elizabeth Carmichael, <i>Program Manager (Nthld)</i> - Jessica McGrath, <i>Occupational Therapist</i> - Lynsie Scott, <i>Occupational Therapist</i> - Amy Schultz, <i>Resource Consultant</i> - Darlene Briscoe, <i>Resource Consultant</i>
10 Years	Rachel Brown, <i>Occupational Therapist</i>
5 Years	- Alisha Dreyer, <i>Social Worker</i> - Alyson Read, <i>Social Worker</i> - Amanda Byrnes, <i>Booking Assistant</i> - Amanda Connolly, <i>Speech Language Pathologist</i> - Amy Kelly, <i>Communication Disorders Assistant</i> - Beckie Evans, <i>Quality Coordinator</i> - Hilary Salmon, <i>Resource Consultant</i> - Karen Thomson, <i>Booking Assistant</i> - Kim Fox, <i>Building Caretaker</i> - Kyrie Hicks, <i>Physiotherapist</i> - Laura Fox, <i>Booking Assistant</i> - Lauren Richardson, <i>Communication Disorders Assistant</i> - Lyn Giles, <i>Director, Fund Development</i>
Recently Retired	- Lois Moore, <i>Administrative Assistant</i> - Susann Cox, <i>Physiotherapist</i> - Alex Cranfield, <i>Program Manager, Special Needs Resourcing and Regional Projects</i>



You deserve a 'High-5' because... For: _____
From: _____

Give Yourself a 'High Five': Five Counties introduced a new internal 'High-Five' Recognition Program to let employees share praise and plaudits with each other. As part of High-Five, a Quarterly Award winner is also chosen, with the very first recipient being our Speech Language Pathologist Veni Govender.



141 Staff

1,543.5

Hours of Professional Development by Staff



Spelling It Out: Five Counties staff send a message about our commitment to support diversity and inclusion for kids, clients and families of all ages and abilities, regardless of background.

'Children are at the heart of all we do...'

To our Supporters, Volunteers, and Donors who assist Five Counties in so many ways...

We rely on your generosity and community donations to better meet the needs of the children and families we serve. As you have before and did again in 2022/23, our generous donors, dedicated staff, inspiring volunteers and caring communities provided us with the means to help our amazing kids.

Demand for our programs and services continues to increase and has exceeded the Centre's capacity even more so during the pandemic. Funds raised in our communities go a long way to filling the gaps not covered by government funding. Your continued support gives our Centre the ability to respond to urgent needs, and provide exceptional services, treatment and support. What you do for our kids is amazing!

Thank You for Believing in Our Kids! Thanks for Your Support!

Donor Giving '22/23

Donations	\$571,039
Gifts In Kind	30,104
Total Giving	\$601,143

2,592
Number of Donations



David's Story

"I adopted David from Haiti when he was four-years-old. I knew David was born with cerebral palsy and right-side hemiplegia (weakness), so I made sure we had support in place for when David arrived in Canada, and Five Counties was a big part of that... Five Counties has helped increase (David's) strength and mobility, and because of that, he has so much more confidence. Five Counties is an invaluable community resource."



- David's Mom, Wendy

Read David's full story:



www.fivecounties.on.ca/davids-story-he-never-gives-up/



Catching the Spirit: Kids and families attended Winterfest in Peterborough and Lindsay in February 2023. The event marked a return to in-person festivities and raised \$30,125 for Five Counties.

710 hours
Volunteer time
in 2022/23 to
support our work



Pam's Story

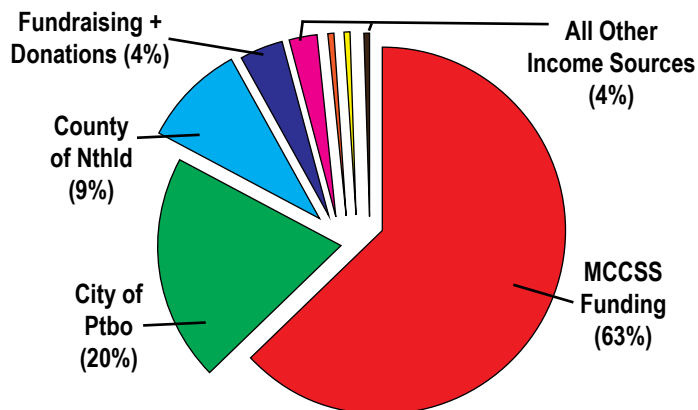
Pam (photo at left) is no stranger to us. After all, she has the distinction of being the first child client served by Five Counties when it opened in 1974. Now she's back helping out as a volunteer. Read her full story.



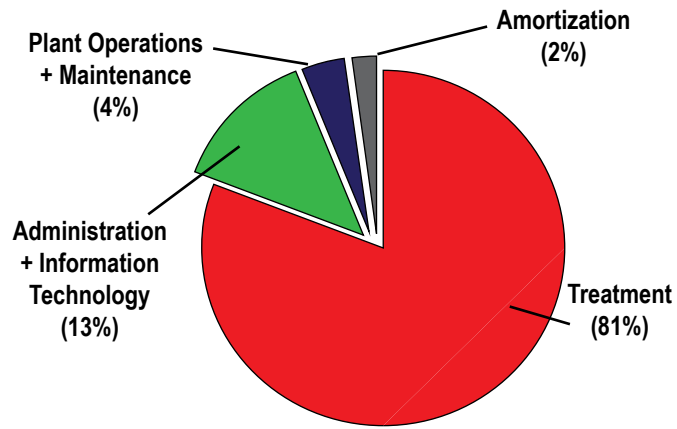
Visit: www.fivecounties.on.ca/volunteer/

Financial Report 2022/23*

Statement of Operations (April 2022-March 2023)



Revenues



Expenditures

Funding Source	2022/23	2021/22
Ministry of Children, Community and Social Services (MCCSS)	\$9,402,667	\$9,228,259
City of Peterborough	2,968,516	2,136,448
County of Northumberland	1,298,891	792,484
Fundraising + Donations	545,541	580,343
Other Income	371,907	315,907
Investment Income	85,968	89,921
Infant Hearing + Blind Low Vision	82,898	71,893
School Health Services	<u>34,532</u>	<u>19,479</u>
Totals:	\$14,790,920	\$13,234,734

Spending Item	2022/23	2021/22
Treatment	\$11,903,507	\$10,057,410
Administration and Information Technology	2,003,327	1,989,479
Plant Operations and Maintenance	611,947	766,065
Amortization	<u>245,435</u>	<u>310,375</u>
Totals:	\$14,764,216	\$13,123,329

Excess (Deficiency) of Revenue Over Expenses: **\$26,704** **\$111,405**

Statement of Financial Position (as of March 31, 2023)

Assets	2022/23	2021/22
Current Assets	\$4,684,581	\$4,238,421
Long-Term Assets	<u>6,925,742</u>	<u>6,817,611</u>
Total Assets:	\$11,610,323	\$11,056,032

Liabilities + Fund Balances	2022/23	2021/22
Current Liabilities	\$2,839,539	\$2,264,654
Long-Term Liabilities	786,997	834,295
Fund Balances	<u>7,983,787</u>	<u>7,957,083</u>
Total Liabilities + Fund Balances:	\$11,610,323	\$11,056,032

**Complete set of financial statements may be obtained upon request to the Chief Executive Officer*



Ph: 1-888-779-9916 / www.fivecounties.on.ca

PETERBOROUGH:

• 872 Dutton Road, K9H 7G1

COBOURG:

• 800 Division Street, Unit 2, K9A 5V2

LINDSAY:

• 9 Russell Street East, K9V 1Z7

Find us on     



Charitable Registration #12397 6342 RR0001