



**With You
Every Step
of the Way**



Five Counties
CHILDREN'S CENTRE

Annual Report 2023/24

To Our Community,

If any image captures the past year at Five Counties Children's Centre, it's one in which our beaming client Alexa holds up a 'thank you' sign.

Alexa is right. Five Counties has much to be grateful for in 2023/24, and it wouldn't be possible without the determination, dedication, and support of many people and partners. Indeed, this total team effort was evident on many fronts.

It starts with the Ontario government's historic investment in pediatric services, including a \$2.025 million annual funding increase to Five Counties. These funds mean we can retain and recruit more staff and invest in our services to reduce wait times for kids.

Our staff continue to support thousands of kids, youth and their families in our region. This past year, we served the second-highest number of clients ever (6,103 kids in total). We did so even while adjusting to a new Client Information System (Five Counties was the first Children's Treatment Centre in Ontario to switch).

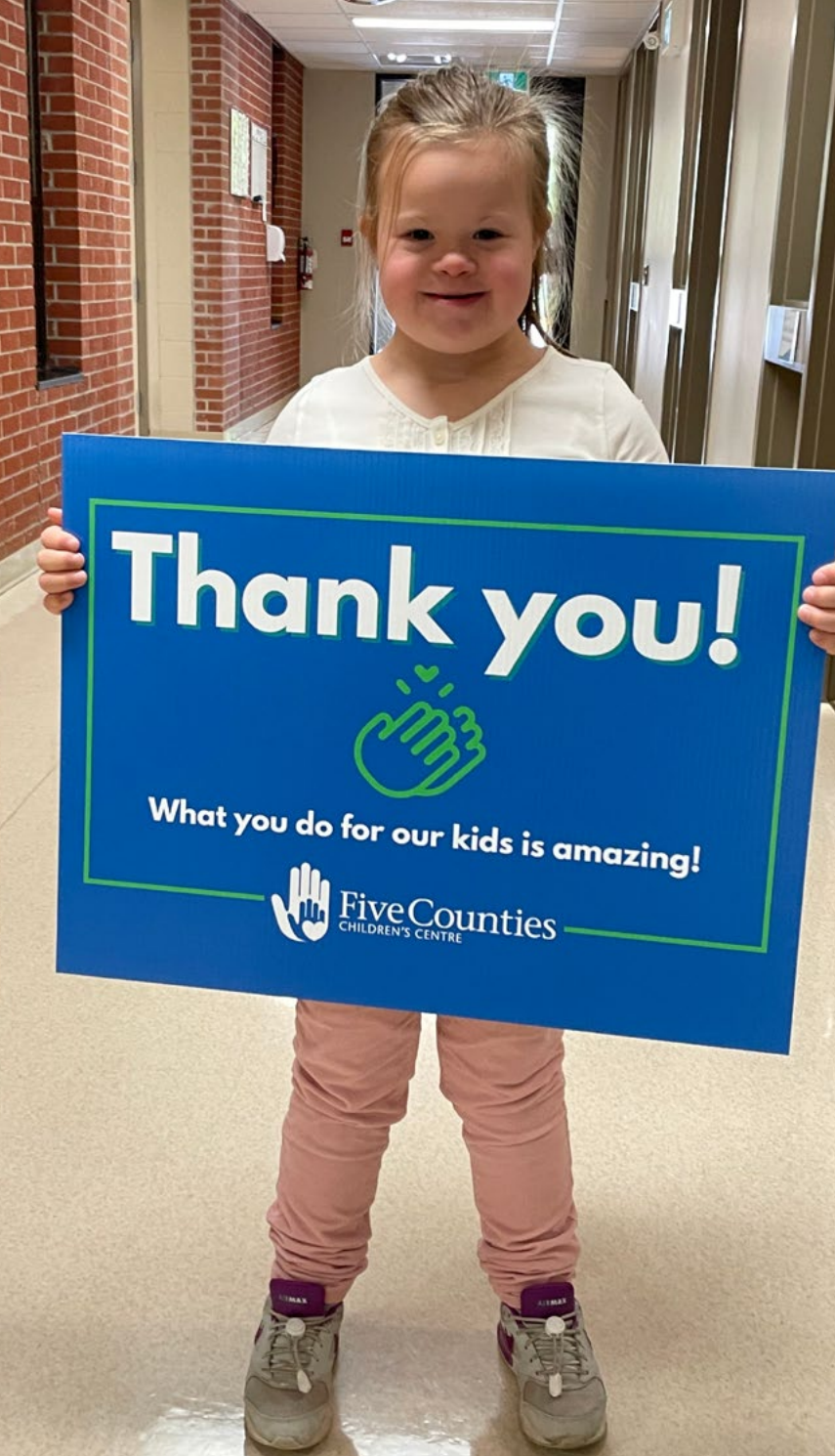
How we serve families is also changing for the better. Our new SmartStart Hub allows families to make online referrals for a child's developmental needs. In schools, we moved to tiered intervention in our occupational therapy support for students. This will provide better outcomes for more kids, especially as we shift more services to this model.



Scott Pepin,
CEO



Julie Davis,
Board Chair



On the fundraising side, we raised a record \$1.2 million – the most in our history. This boosts high-demand services like occupational therapy and speech therapy, meaning more kids get the care they need when they need it. Our fundraising efforts were punctuated by a generous \$250,000 donation from Dr. James and Mrs. Sheila Ryan.

We also completed fundraising for our Northumberland Backyard Project in Cobourg – a safe, fully-accessible outdoor area for treatment, recreation and other programs. The effort was capped off by nearly \$400,000 from the provincial government and the Ontario Trillium Foundation to help us get shovels into the ground.

We are boosting ways families can give input to improve their overall experience at Five Counties. This included a parents' input survey and creating a new staff position -- our Client and Family Experience Lead -- to enhance our engagement with families to better support them.

We focused on a comprehensive plan to recruit and retain our valued staff. This included leadership development and competitive compensation. Staff also had their say in a survey that took the pulse on how we're doing to support them. Many had good things to say.



INVESTING IN KIDS: Five Counties welcomed Ontario's Minister of Children, Community and Social Services Michael Parsa (photo above, second from left) for a visit last year.

96%
of Staff Agree/
Strongly Agree



**"I enjoy what I do at Five Counties
and am excited to come to work."**

(Source: FCCC Staff Survey 2023)

We also launched a new Justice, Diversity, Equity, and Inclusion initiative to help us be more respectful and representative of our changing communities.



American author, disability rights advocate and lecturer Hellen Keller once said: "Alone we can do so little; together we can do so much." The past year at Five Counties is a true testament to that.

Hayley's Story:

Former client now engaging families

As a relative newcomer, Hayley Hodges (*photo at right*) already feels at home at Five Counties. After all, she is familiar with the Centre having grown up receiving treatment here.

"This place has inspired me so much to help me be the person I am today," says Hayley, who started in March 2024 as the Centre's new Client and Family Experience Lead. "It's because of this place, because of the resources and supports, that I am more independent."

Hayley looks forward to her new role at the Centre. In it, she aims to listen and engage with Five Counties kids and families to improve their experiences and strengthen the bonds with Centre staff. "Clients and families need to feel connected to their care. They need to understand what they're receiving from the Centre; they need to feel empowered and involved; they need to know they are being heard," says Hayley.

In the grand scheme of things, Hayley is perfectly positioned to make that happen.



"Five Counties really gave us hope in a time that we felt was really dark"

-Alia, Oliver's mom

99% of families agree/strongly agree they feel welcomed, respected and valued at Five Counties*



*Source: FCCC Client Experience Survey 2022



Ellie's Story:

'Our time with Five Counties has given us the gift of communication'

Ellie (photo at left) started coming to Five Counties in October 2022. Since then, Ellie has benefited from speech therapy, occupational therapy, and feeding support. Her parents see the difference it's made.

"Our time with Five Counties has given us the gift of communication, which has unlocked so many opportunities and possibilities for our family," say Ellie's parents, Ashley and Gord, who note contacting Five Counties was the best decision they could've made for their daughter. "Don't underestimate the value Five Counties provides to our community... if Five Counties wasn't here, our community would feel that impact."

Gordon's Story:

Helping us to say thank you

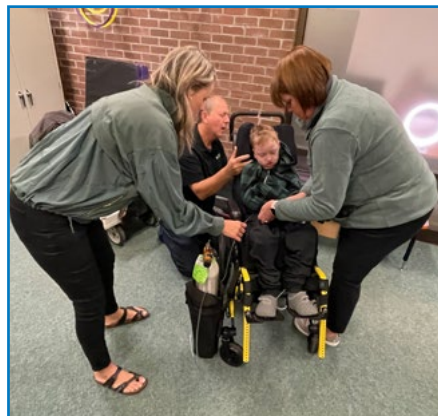
There's an art to saying thank you, as our former client, Gordon (photo at right with his parents) demonstrates. His crayon-coloured dinosaur picture graces the cover of our thank you card we share with donors, volunteers and supporters. He was born with a genetic condition that causes many anatomical changes. With support at Five Counties, Gordon is now able to take part in daily activities without concern. "Thankfully we knew who to call," says mom Sarah, "and that was Five Counties."





Delivering Results*

6,103
Kids/Clients
Served



**Stats cover period
from April 1/23
to March 31/24*

53,095
Total
Visits



2,309
Kids/Clients
on Wait List

Kids/Youth Served by Area+	# of Clients	% of Clients
Peterborough	2,953	48%
Northumberland County	1,578	26%
City of Kawartha Lakes	1,313	22%
Haliburton County	251	4%

*+Some kids received treatment
at more than one site*

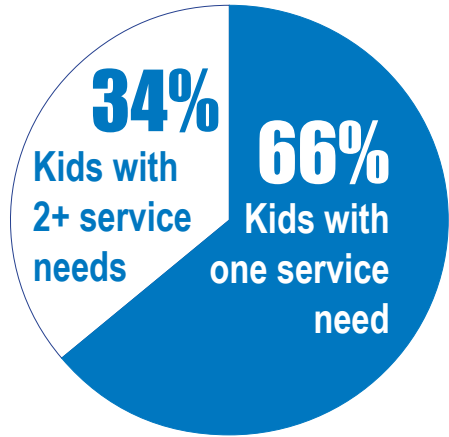


1,492
Virtual
Visits



3,067
Number of
Kids Referred

Complexity of Kids' Care



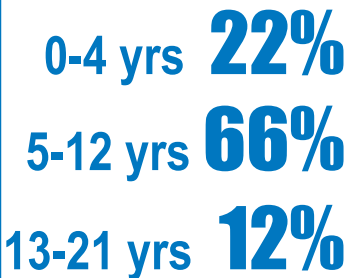
SmartStart Story:

One click to connect to care

The launch of the SmartStart Hub at Five Counties (above photo) in Fall 2023 has made it easier for families with concerns about a child's development to get the help they need. Families can visit the [SmartStart Hub portal](#) to register their child and request services. Five Counties staff take care of the rest by following up with the family and directing their request to the appropriate local agency -- be it the Centre or one of our community partners.



Clients by Age



3,910

Kids Receiving Treatment Services in Schools



57% Occupational Therapy

Speech and Language Therapy 38%

5% Physiotherapy Support



Your Support Matters



By the Numbers

\$1,216,157

Total Giving in 2023/24

of Donations 2,176

Gifts In Kind \$34,055

To Our Supporters, Volunteers and Donors,

We have a million-plus reasons to smile this year, and it's all because of you!

In 2023/24, your generosity helped us raise \$1,216,157 to support kids' treatment services in our region. This is the highest fundraising total in our history, and support came in many different ways.

One of the most evident was in the many individuals who assisted at fundraising events – resulting in a

combined total of 1,582 volunteer hours last year!

We experienced a special moment when little Maggie (*photo above right*) dropped by with a \$200 donation -- the proceeds of sales from her lemonade stand.

Then there was the incredible generosity of Dr. James and Sheila Ryan, who donated \$250,000 to assist the children seen at Five Counties (*photo above left*).

The Ryans' donation was based on their belief in the importance of providing detection, early assessment, and treatment to help children get the care they need. We were pleased to rename our waiting area at our Peterborough site to recognize the Ryans' generosity.

At a time when demand for our services and programs is on the rise, your record-setting support helps us to fill the gaps that can't always be covered by government funding.

These contributions speak to the generosity of our community and the value you see in what Five Counties does to provide life-changing treatment for children, youth and families in our region!

Thank you for your support!

***Maddie, Lyn, Lisa and Linsey
Fund Development Team***



Field of Dreams closer to reality



Fundraising is complete and groundwork is being laid for the Northumberland Backyard Project. The space at our Cobourg site will be transformed into a safe, fully-accessible outdoor area that provides more space and options for treatment, recreation, cultural awareness and outdoor ed programs. Initial work started last fall, with the aim to complete work in 2024.

1,582 hrs

Volunteer time in 2023/24
to support our fundraising work



872 hrs
more than
in 2022/23





Celebrating Staff Milestones (April 2023-March 2024)

20 Years	<ul style="list-style-type: none"> Kate Jaboor, Occupational Therapist David MacDonald, Building Caretaker
15 Years	<ul style="list-style-type: none"> Ashley Parsons, Occupational Therapist/Advanced Practice Lead
10 Years	<ul style="list-style-type: none"> Lisa Clark-Sampson, Resource Consultant Jackie Drummond, Administrative Assistant/Health Information Services Jessica Moffatt, Occupational Therapist Cheryl Morris, Resource Consultant Debbie Stephenson, Resource Inclusion Coach
5 Years	<ul style="list-style-type: none"> Laura Harrison, Occupational Therapist Ellen Mortlock, Capacity Building Coach Emily Vann, Occupational/Physiotherapy Assistant
Recently Retired	<ul style="list-style-type: none"> Lynn Bonsall, Capacity Building Coach (18 years of service) Cindy Carveth, Human Resources Manager (9 years of service) Karen Thomson, Booking Assistant (6 years of service)

Our Organization

Darlene's Story: Dedication to kids is obvious

Director of Clinical Services, Darlene Callan (photo at right, in centre), was recognized for her dedication and service to supporting youth and families in our community. Darlene was a deserving recipient of the Paul Harris Fellowship from the Rotary Club of Peterborough in Fall 2023.



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



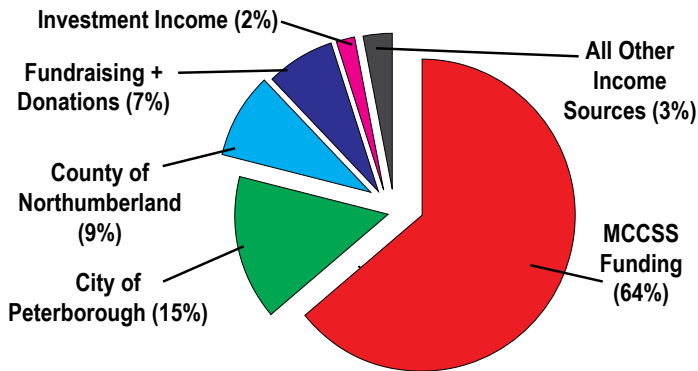
Congratulations to **Veni Govender** for being Five Counties' first-ever recipient of its High-Five Annual Award in 2023.



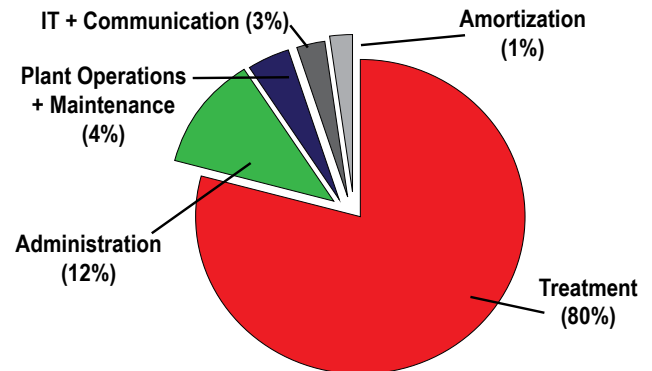
145 Staff

2,641 hrs of Staff Professional Development

Statement of Operations - April 2023-March 2024*



Revenues



Expenses

Funding Source	2023/24	2022/23
Ministry of Children, Community and Social Services (MCCSS)	\$10,507,171	\$9,402,667
City of Peterborough	2,501,370	2,968,516
County of Northumberland	1,405,305	1,298,891
Fundraising + Donations	1,124,845	545,541
Investment Income	307,382	85,968
Other Income	291,423	307,558
Urgent Response Program	120,271	98,951
Infant Hearing/Blind-Low Vision	85,385	82,898
Total Revenues:	\$16,343,152	\$14,790,990

Spending Item	2023/24	2022/23
Treatment	\$12,253,396	\$11,903,507
Administration	1,793,436	1,686,084
Plant Operations and Maintenance	668,339	612,017
IT + Communication	416,580	317,243
Amortization	<u>235,097</u>	<u>245,435</u>
Total Expenses:	\$15,366,848	\$14,764,286

Excess (Deficiency) of Revenue Over Expenses: **\$976,304** **\$26,704**

Statement of Financial Position (as of March 31, 2024)

Assets	2023/24	2022/23
Current Assets	\$6,693,596	\$4,684,581
Long-Term Assets	<u>6,608,085</u>	<u>6,925,742</u>
Total Assets:	\$13,301,681	\$11,610,323

Liabilities + Fund Balances	2023/24	2022/23
Current Liabilities	\$3,855,088	\$2,839,539
Long-Term Liabilities	486,502	786,997
Fund Balances	<u>8,960,091</u>	<u>7,983,787</u>
Total Liabilities + Fund Balances:	\$13,301,681	\$11,610,323

*Complete set of Financial Statements for 2023/24 may be obtained upon request to the Chief Executive Officer



Five Counties

CHILDREN'S CENTRE

#BuildingAbilitiesForLife



Five Counties
CHILDREN'S CENTRE

1-888-779-9916



www.fivecounties.on.ca

Proudly serving:

- Peterborough
- Northumberland County
- City of Kawartha Lakes
- Haliburton County



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eAO
ENFANTS AVENIR
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