



**Celebrating a
Golden Era in
Caring for Kids**

**Annual Report
2024/25**

Message from our CEO & Board Chair



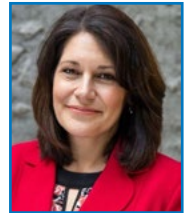
To Our Community,

It's a golden era for Five Counties Children's Centre, as we mark 50 years of assisting kids and youth (and their families) with physical, developmental and communication needs.



Scott Pepin,
CEO

From those early days when we opened our doors in Peterborough in 1975, a handful of employees supported 126 kids that first year.



Julie Davis,
Board Chair

Today, Five Counties has grown exponentially, with our clinical staff serving 6,208 clients and their families across Peterborough County, Northumberland County, the City of Kawartha Lakes, and Haliburton County this past year alone.

There are many milestone memories to celebrate and cherish, even as we continue to innovate and meet new challenges in the here and now. **That was the case during 2024-2025, when Five Counties was again able to achieve so much.**

If pictures are worth a thousand words, then images are much more powerful to convey our message and impact than simple text and prose ever could. That's why you see photos dotted throughout this report, showing our staff in action. Included is our cover photo,



Accomplishments 2024/25



showing a poignant moment when our Occupational Therapist, Jess, shares a smile with our client, Jude, during his treatment session.

Activist and former South African President Nelson Mandela once said, **“History will judge us by the difference we make in the everyday lives of children.”**

We hope Five Counties measures up to his lofty words. The verdict becomes clearer, when looking at the evidence of the care, compassion and commitment that current and former Five Counties staff members have shown, and continue to share, with thousands of children, youth and their families over five decades. Our Five Counties family deserves no less!

- ▶ Serving 6,208 children/youth across our region, the highest number of annual clients we have ever served in our 50-year history.
- ▶ Reducing our wait list for services by 15.3% over the last three years, even as more children are referred to Five Counties for services.
- ▶ Surpassing \$2.141 million in fundraising (a record-breaking total) to help reduce wait times for children needing treatment services.
- ▶ Implementing new values that better speak to how Five Counties will be more inclusive, authentic, bold, collaborative, compassionate, and diverse in its services and supports for families in our communities.
- ▶ Securing another three-year accreditation through CARF (Commission on Accreditation of Rehabilitation Facilities). This seal of approval recognizes Five Counties for excellence in service delivery, client satisfaction, innovative programs, and community involvement.
- ▶ Being named Not-For-Profit of the Year by the Northumberland Central Chamber of Commerce in its 2025 Business Excellence Awards. ▶
- ▶ Continuing to provide innovative, evidence-based care for clients, including the Autism Spectrum Disorder (ASD) Diagnostic Pathway to better support family physicians in their autism diagnoses for pediatric patients.
- ▶ Engaging more with clients and families to improve their experiences at Five Counties, while offering new programs/events to better support their needs.
- ▶ Implementing the F-Words Framework as a more holistic approach to address a child’s and family’s unique needs and goals for treatment.
- ▶ Investing in our staff to better recruit and retain the very best, while nurturing and supporting the development of the organization’s future leaders.
- ▶ Nearing completion of the Northumberland Backyard Project in Cobourg to create a safe, fully-accessible outdoor treatment space for kids and families.
- ▶ Celebrating our 50th anniversary through stories, events and festivities.



Five Counties Story:



From day one, goal is to offer

Imagine if you had a child who could not walk or talk, or had a developmental delay? Think of the challenges that would swirl in your mind, as you seek the care and supports your child needed.

Now consider if the nearest children's treatment centre to support your family was located an hour or two away. We take for granted today that care is close to home for local children, youth and families who can get support at Five



1974 Sod-turning (above) for Five Counties in Peterborough. In photo are: Mrs. J.H.C. Willoughby, the 100-year-old daughter of original land owner and former MP George Hillaire, Peterborough Mayor Phil Turner, Peterborough MPP John Turner, and local Rotarians who championed the project to support kids and families.

1998 Parents are able to self-refer for services, no longer needing doctor referral.

Moments in Time

1976 Camp Omigolly summer camp for Five Counties clients runs for 2nd year at Emily Park.

1985 FCCC is accredited, becoming first kids' treatment centre in Ontario to achieve this.

1975

1980

1990

2000

1975 New Five Counties site opens in Peterborough.



1981 Five Counties establishes site at Ross Memorial Hospital in Lindsay to better serve families in this region. Staff also start to travel to Haliburton County each month to provide services in that community.

1995 Having offered services in Northumberland County for years, Five Counties opens its first site there in Campbellford.

1998 A second location is opened by Five Counties in Cobourg to better serve families along the Lakeshore.

Care and treatment for children, youth and their families close to home

Counties. But this scenario did not exist in this region 50 years ago.

Providing care closer to home for kids and their families was a main motivator for establishing Five Counties in Peterborough. In the early 1970s, Rotary Clubs from across the region joined together to champion the project.

Rotarians, local families of kids with disabilities, medical experts and municipal leaders, convinced the provincial government to cover the bulk of construction costs.

Local Rotarians and residents raised the rest, and on Oct. 2, 1975, Five

Time flies... doesn't it?

Logo - 1978

Logo - 1980

Logo - 2000

Current Logo

While our look has changed over 50 years, our **commitment to kids** is as strong as ever!

www.fivecounties.on.ca

#BuildingAbilitiesForLife #FiveCounties50

Counties opened its doors on Dutton Road. From the start, Five Counties provided support to children and families in Peterborough and the

surrounding area. Over the decades, the Centre added sites in Lindsay, Cobourg, Campbellford and Minden/Haliburton to better serve kids and youth with physical, developmental and communication needs.

Care evolved too, as Centre staff went from mainly supporting kids with physical disabilities to assisting clients with more diverse and complex needs. While the type and scope of treatment has changed over 50 years, what hasn't are efforts to continually innovate and offer life-changing treatment to children and families across the region.



2001 Wait times for kids' treatment services have long been a challenge.

2020

Global COVID-19 pandemic affects services, leading to site closures, shift to virtual appointments and mandatory masking.



New Faces Join Board of Directors

New faces took their places on the Board of Directors in 2024/25, including:

- Keri-Ellen Walcer
- Christina Colacicco
- Erica Richmond
- Kristen Jones

2010

2020

2025



2017 Five Counties names its Peterborough site in honour of its long-time pediatrician Dr. Mary Thain.



New Community Committee members were Peter Hastrup and Mike Hendren. Board members play an important role in overseeing the work of Five Counties. **5**

Stories of Impact

Mike's Story:

'Five Counties changed my life'

Mike Hannah hasn't let a life-long movement disorder slow him down, and he credits Five Counties Children's Centre for helping him to hit the ground running.

The Kawartha Lakes resident is well-known for his athletic exploits and charity work. Born with cerebral palsy, Mike's story begins when he started receiving speech therapy and occupational therapy at the Centre in 1976. That was only a year after Five Counties opened its doors in Peterborough as a children's treatment centre to serve the surrounding region.

"I would probably not be where I am today. Five Counties changed my life," Mike says. "Five Counties got me into sports, so that really opened up for me a whole different view of what I could accomplish."



Andrea's Story:

Care that makes a big difference

It's a historic Five Counties snapshot and, for Andrea Dodsworth, a picture-perfect moment. "That's me there," says Andrea, pointing at the newspaper article dated June 5, 1976. "I was in the photo that was in the paper the day the daycare opened."

Andrea smiles when she recalls being among the first kids to attend the daycare based (at the time) at Five Counties, which was unique for integrating able-bodied children and those with disabilities. Born with cerebral palsy, Andrea credits the treatment she received at Five Counties for making a world of difference for her. "Honestly," she says, "without Five Counties and all the services and help and support they've given to me and my family, I wouldn't have become who I am today and wouldn't have been able to come this far in life."

Jude's Story:

Five Counties is an 'extension of our family'

Some families take going to the playground for granted, but Julie Grant isn't one of them. Her son, Jude, is the reason why.

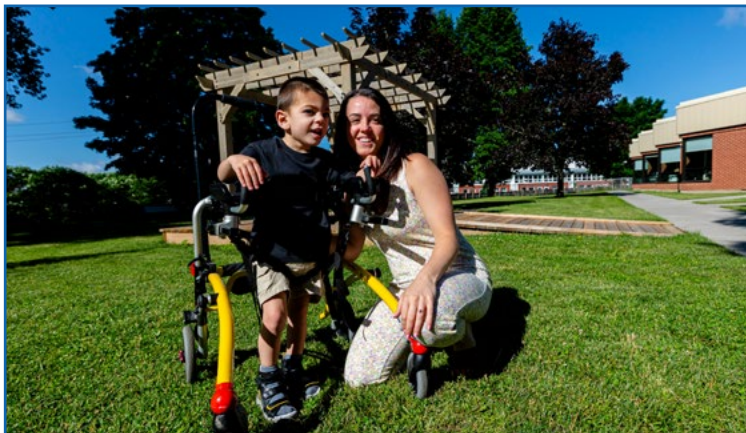
During birth, Jude suffered a brain injury that led to the diagnosis of Cerebral Palsy and Global Development Delay. Since he was four months old, Jude has been coming to Five Counties to receive occupational therapy, speech therapy and physiotherapy. Julie, and her husband, Aaron, appreciate the support their family receives at the Centre.



"We're fortunate that we had Five Counties so early on," says Julie. "Jude has had so many milestone accomplishments since we've been here. Five Counties has almost become an extension of our family. It's the most welcoming, warm place that I've ever brought Jude to for treatment."

Inspired by Jude, Julie has become a passionate advocate of accessible playgrounds for kids of all ages and abilities. She created a website listing accessible playgrounds across

Ontario and is spearheading efforts to build an accessible playground in Ennismore. The Grants were also featured in a Five Counties ad campaign last fall funded by the Ontario Trillium Foundation.



Julie

Mother to Five Counties client, **Jude**

"Our Five Counties team has played such an important role in our story that we can't imagine the past two years without them."

#FiveCounties50





Delivering Services*

*Stats cover from April 1/24 to March 31/25

6,208
Kids/Clients
Served

105
more than
in 2023/24

5.3%
drop vs.
2023/24

2,186
Kids/Clients
on Wait List

55,390
Total Client
Visits

2,295
more than
in 2023/24

439
more than
in 2023/24

3,506
Number of
Kids Referred

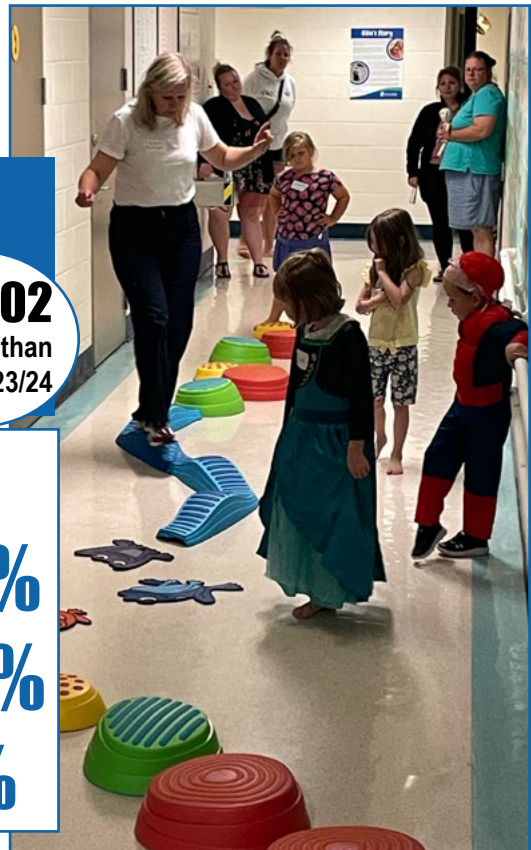


1,694
Virtual
Visits

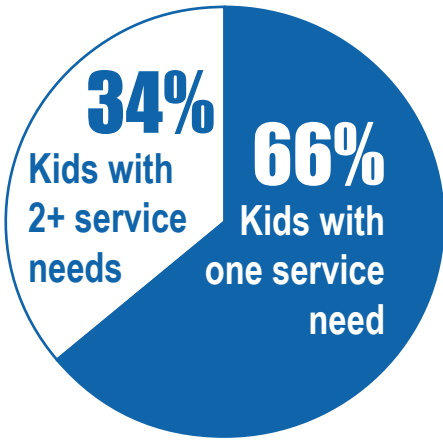
202
more than
in 2023/24

Clients by Age

0-4 yrs	23%
5-12 yrs	66%
13-21 yrs	11%



Complexity of Kids' Care



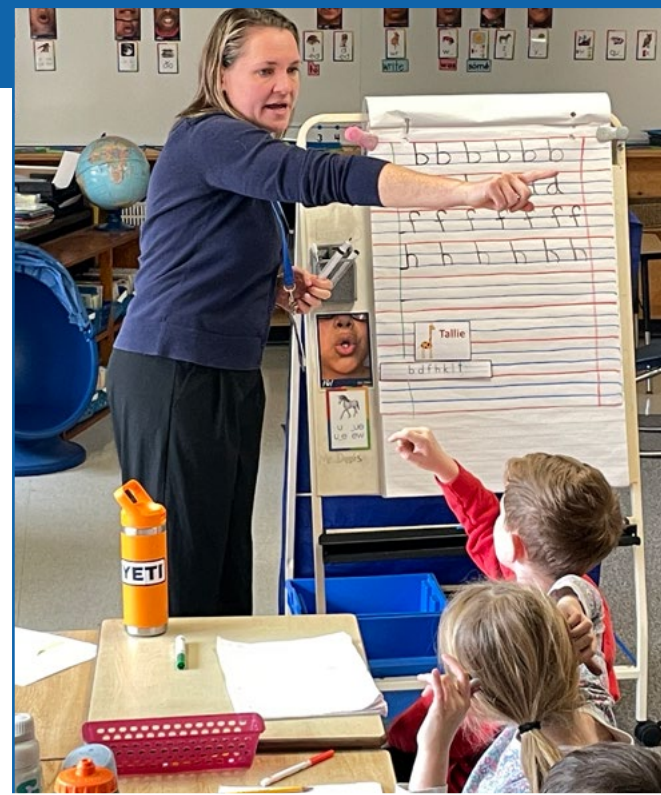
Clients Served by Site

Community	# of Clients	% of Clients
Peterborough City-County	2,857	46%
County of Northumberland	1,762	28%
City of Kawartha Lakes	1,359	22%
Haliburton County	229	4%

Class acts helping kids

When it comes to helping primary students form letters, Five Counties clinicians Emily Vann and Katy Morton are making it a fun, full-body workout. Emily and Katy are in a local school classroom at the invitation of the teacher with the aim of helping to reinforce proper printing for the students.

Scenes like this happen every day at schools across the region. The School Based Rehabilitation Services (SBRS) program sees Five Counties staff offer physio, occupational, or speech therapy to students on a one-on-one basis or with an entire class. A tiered intervention model is used by Five Counties – in consultation with the school – to determine specific supports for students based on needs. While not as visible as other services, SBRS is a big part of what Five Counties does every day.



99.3%
Compliance Rate
for Five Counties in
CARF Reaccreditation



3,727
Kids Getting
Treatment
in Schools

57%
Occupational
Therapy

Speech and
Language
Therapy

39%

4%
Physiotherapy
Support

Delivering Results

Spelling out the F-Words

Five Counties is partnering with McMaster University's CanChild research centre to implement the **F-Words Framework**. The aim is to include the F-Words across all services for kids and families. The F-Words framework moves from a medical model of "fixing" kids to a holistic, strength-based approach that promotes health and development using all aspects of a child's life.



A 'super' time at new summer speech camps offered by Five Counties.

More ways for families to engage with Centre

Engaging with families to support and improve their Five Counties experiences is moving ahead.

Over the past year, the Centre has launched monthly meet-and-greet socials where families can gather to share stories and experiences. The first-ever **Ready for School** events proved beneficial to help families with kids who have exceptionalities or disabilities prepare for school.

And the first-ever **All-o-ween** accessible trick-or-treating event also proved to be a hit.



Finding a better (path)way to kids' autism diagnoses

Autism Spectrum Disorder (ASD) is a difficult diagnosis to make in a child. That's where the **ASD Diagnostic Pathway** is helping health care providers to make the call. Five Counties staff carry out 4-6 diagnostic sessions, looking at a child's social, cognitive, communication and motor skills. Consultations are also done with parents and professionals familiar with the child. This information is then shared with local doctors to help in their own diagnosis.

All-o-ween for All Kids



Gifts of Impact

To Our Supporters, Donors and Volunteers:

Thank you, thank you, thank you! We cannot say this enough for helping us achieve so much in 2024/25.

This year, Five Counties is proud to announce that an incredible \$2,141,073 was raised to support life-changing treatment at the Centre for our kids. This record-setting fundraising total would not be possible without the overwhelming support of our community. We were also fortunate to involve numerous dedicated volunteers who contributed countless hours of their time and effort and helped make this year such a success.

These funds have been essential in employing more clinical staff, ensuring more than 500 children can access critical services without the wait. In addition, donations have supported special projects such as the renovation of our backyard treatment space in Northumberland, Family Engagement programs, and the acquisition of equipment for our Loan Program, which enables families to try out and borrow essential items at no cost. The funds have also facilitated the delivery of specific therapy programs such as speech and



Donations help to reduce wait times and ensure more children get treatment.

\$2,141,073
Total Giving
in 2024/25

76.1%
increase in
donations
vs. 2023/24

language support, occupational therapy services, and needed equipment.

Our children and their families depend on the Centre and our generous supporters to access the programs and services they need to build their abilities for life.

Your investment is truly transforming the lives of children in our

community, helping them to reach their full potential. We extend our heartfelt thanks for your unwavering support and commitment to making a difference for thousands of children right where you live. Thank you for being a part of their success!

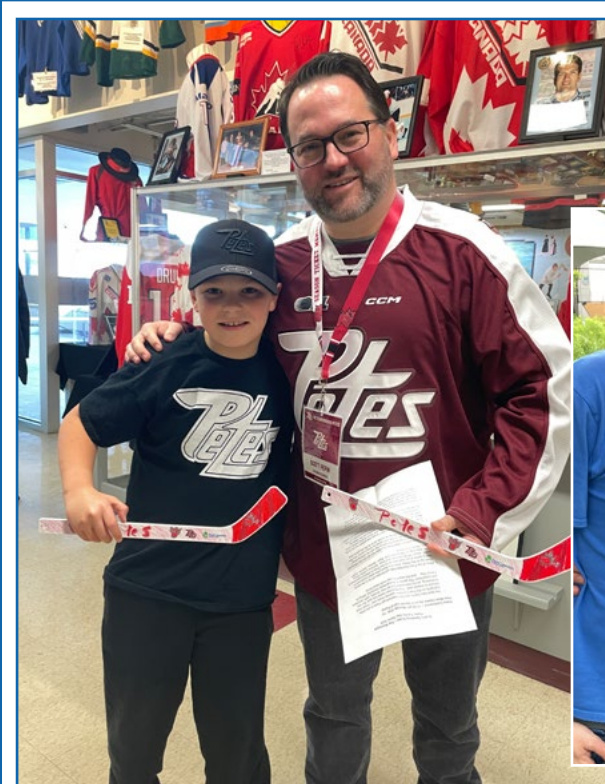
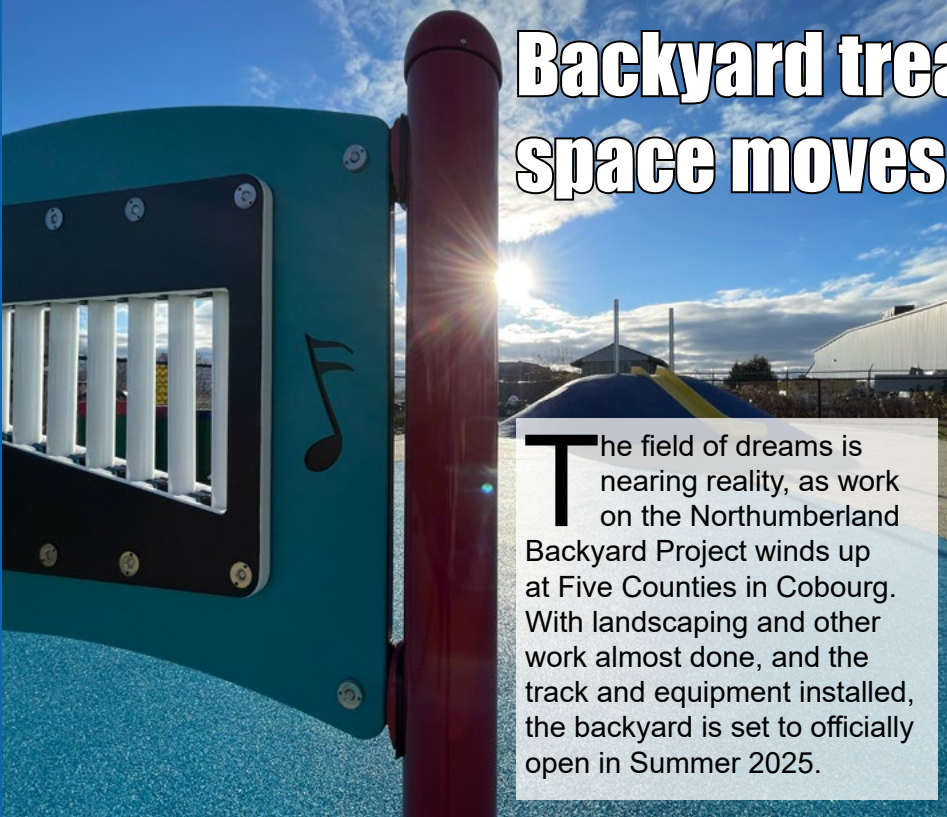
**Lisa, Lyn, Maddie, Kassie
& Linsey (currently on mat leave)**



Backyard treatment space moves forward

The field of dreams is nearing reality, as work on the Northumberland Backyard Project winds up at Five Counties in Cobourg. With landscaping and other work almost done, and the track and equipment installed, the backyard is set to officially open in Summer 2025.

FUN IN FUNDRAISING: Clockwise from right, Little Lakers Night, Backyard Summer Social, and Next Gen Game with the Peterborough Petes.



Our Organization

Celebrating Staff Service

(Long Service Milestones April 2024-March 2025)

35 Years	Angela Turner, Resource Inclusion Coach
30 Years	Laura Buell, Communication Instructor, ACS
25 Years	Ida Lloyd, Speech Language Pathologist/Discipline Coordinator
20 Years	Miranda Entwistle, Speech Language Pathologist/ACS Coordinator Amanda Fredericks, Resource Inclusion Coach Katie Crossley, Occupational/Physiotherapy Assistant
15 Years	Andrew Nadeau, IT Network Coordinator
10 Years	Stephanie Ferguson, Communicative Disorders Assistant
5 Years	Lindsay-Tatum Tye, Speech Language Pathologist Brandon Root, IT Technician/ACS Technician Katy Morton, Occupational Therapist/Advanced Practice Lead SBRS Janet Watson, Occupational Therapist Rose Rowan, Occupational Therapist Lally Van Ryswyk, Communicative Disorders Assistant Scott Pepin, CEO Melissa Brown, Speech Language Pathologist Jasmeet Sikand, Speech Language Pathologist Vincent Szenteckzi, Communicative Disorders Assistant Heather Sanderson, Administrative Assistant Logan Foote, Communicative Disorders Assistant



Our **High-Five Quarterly Award winners for 2024** included (from left) Diane DeHaan, Colleen Ristok, Hayley Hodges, Ange Harrison and Erin Vanderberg.

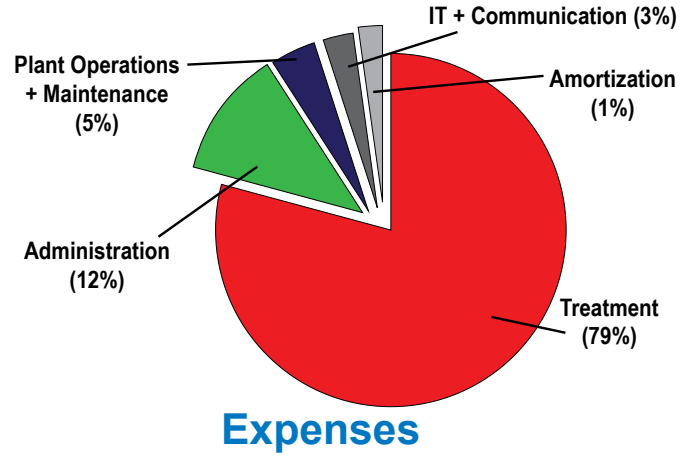
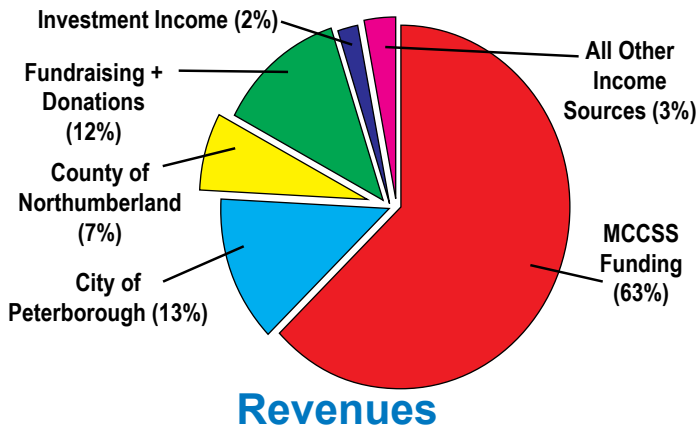
Supporting our future leaders

The first group of staff have completed the new Leadership Development Program. It's designed to equip future leaders with the tools they need to succeed. Congratulations to Ashley, Katy, Collen, Ida, Nicole, Ange, Laura and Alisha for investing the time and effort to complete the program over the past 24 months.



Showing our pride at Cobourg Pride Parade in 2024.

Statement of Operations - April 2024-March 2025*



Funding Source	2024/25	2023/24
Ministry of Children, Community and Social Services (MCCSS)	\$11,724,075	\$10,507,171
City of Peterborough	2,474,130	2,501,370
County of Northumberland	1,302,760	1,405,305
Fundraising + Donations	2,141,073	1,124,845
Investment Income	379,373	307,382
Other Income	324,055	291,423
Urgent Response Program	142,754	120,271
Infant Hearing/Blind-Low Vision	103,434	85,385
Total Revenues:	\$18,591,654	\$16,343,152

Spending Item	2024/25	2023/24
Treatment	\$13,074,774	\$12,253,396
Administration	2,025,585	1,793,436
Plant Operations and Maintenance	804,318	668,339
IT + Communication	462,716	416,580
Amortization	253,754	235,097
Total Expenses:	\$16,621,147	\$15,366,848

Excess of Revenue Over Expenses: **\$1,970,507** **\$976,304**

Statement of Financial Position (as of March 31, 2025)

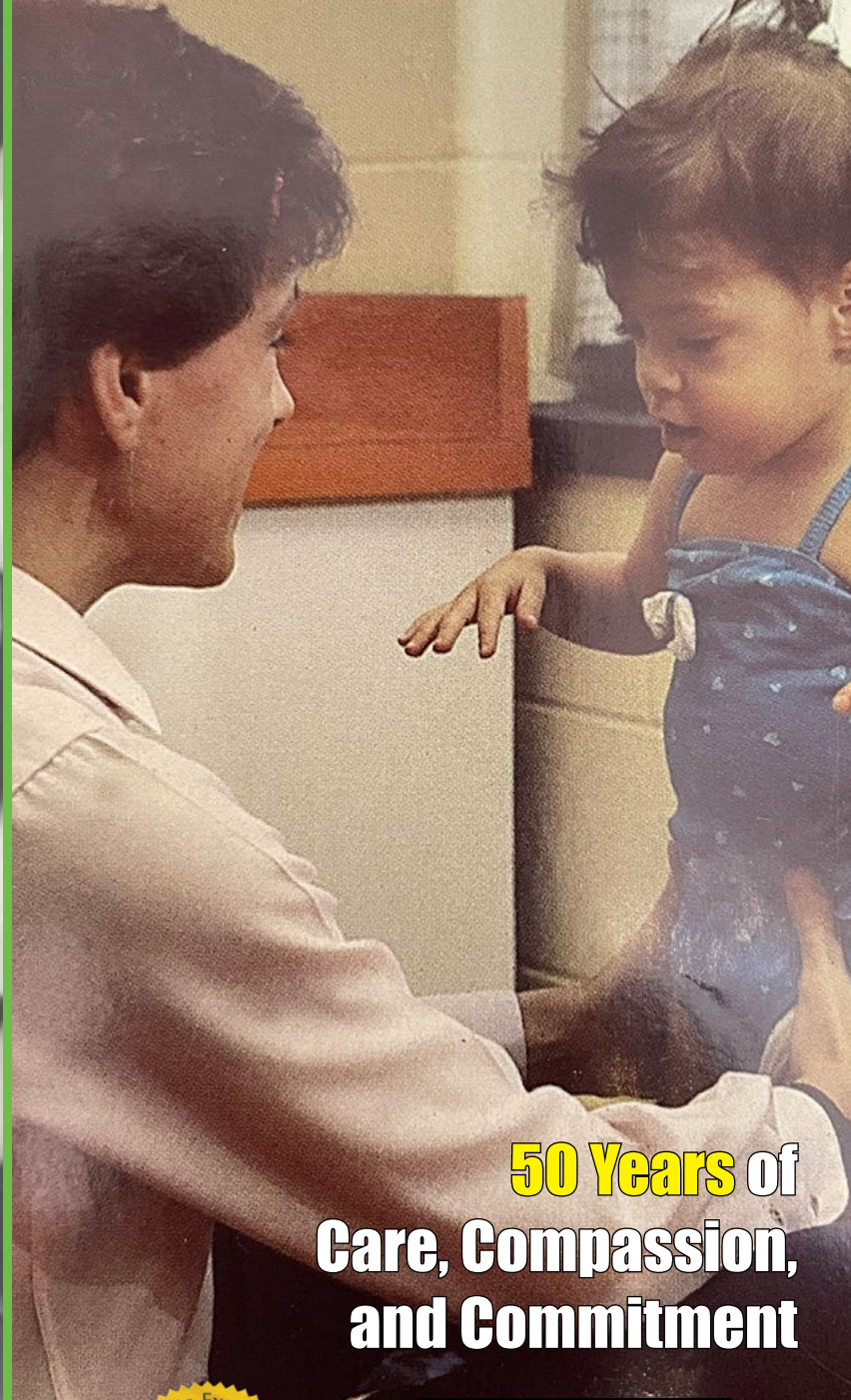
Assets	2024/25	2023/24
Current Assets	\$8,618,968	\$6,693,596
Long-Term Assets	<u>6,917,600</u>	<u>6,608,085</u>
Total Assets:	\$15,536,568	\$13,301,681

Liabilities + Fund Balances	2024/25	2023/24
Current Liabilities	\$4,544,480	\$3,855,088
Long-Term Liabilities	61,490	486,502
Fund Balances	<u>10,930,598</u>	<u>8,960,091</u>
Total Liabilities + Fund Balances:	\$15,536,568	\$13,301,681

*Complete set of Financial Statements for 2024/25 may be obtained upon request to the Chief Executive Officer



Five Counties
CHILDREN'S CENTRE



50 Years of
Care, Compassion,
and Commitment

Proudly serving:

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

1-888-779-9916



www.fivecounties.on.ca



Proud member of

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ONTARIO

Charitable Registration #12397 6342 RR0001