



Child & Community Resources

Ressources pour l'Enfance  
et la Communauté



**Annual Report 2013-2014**



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### **Child & Community Resources - Head Office**

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## Welcome to Child & Community Resources 2013-2014 Annual General Meeting

It has been another busy and productive year for the Board and staff team at CCR. Together we have made significant gains in achieving the goals as outlined in our Strategic Plan. These goals support us in maintaining a strong focus on organizational health and creating an environment that supports continuous learning. We also spent considerable time ensuring that our governance policies and practices were current and effective. This work led to the review and refinement of the Board's committee structure resulting in improved monitoring and risk management practices. In addition, Board and staff members worked diligently to find alternate sources of funding, providing our team opportunity to offer more service to children and youth across the Region. Finally extensive energy was dedicated to enhancing and creating new partnerships within Districts, the Region, and provincially. These partnerships have resulted in new and exciting opportunities for CCR.

It is a pleasure to share the following report and in the subsequent pages you will find exceptional examples of the work that our dedicated staff team completed over the last year. Thanks to the guidance from the Executive Leadership, Management and Implementation Teams our staff members receive the support and encouragement required to show up every day ready to work, create, innovate and most importantly to demonstrate the utmost care and respect for the children, youth and families that we have the pleasure to serve. We would like to thank each and every staff member of the CCR team. Thank you for your commitment, your eagerness to learn, to improve and to create a safe space that promotes meaningful partnerships with children, youth, families, community partners, and our funders.

Although we have been incredibly busy with our own work there are multiple transformations occurring at the system level. New and exciting changes are on the horizon for Early Learning and Child Care. The Ministry of Education is leading this important work and we are thrilled to be part of it. Transformation is also occurring within the Ministry of Children and Youth Services specifically in the areas of Children's Mental Health, Transitional Age Youth and recently through the introduction of a new Special Needs Strategy. The Ministry of Community and Social Services continues to focus on the evolution of adult services. Staying current, managing and educating all those involved with these processes can be daunting but they have also provided new opportunities to partner with new organizations and planning groups.

At this time, we would like to take the opportunity to reluctantly say goodbye to some long standing, influential Board Members. On behalf of the Board and staff team, we would like to thank Heather McFarlane, Leslie Dean and Lynn Quirion.

Heather joined the CCR Board many years ago. Heather's expertise, influence and commitment to ensuring that CCR's services were delivered in a respectful and helpful manner is to be admired. Her leadership on the Board supported both the strategic direction for the organization and directly and positively impacted CCR's culture. Heather, we wish you the very best in your future endeavors, thank you for giving so much of yourself, we are forever grateful.

Leslie joined our Board in 2010 as part of the OEYC North/CCR amalgamation. The CCR team was thrilled to welcome the staff team from OEYC North and equally excited about the opportunity to merge both the services and expertise. This amalgamation provided CCR the opportunity to enhance the services and locations of the Best Start Family and Child Centres. Leslie's extensive experience related to Human Resource Management and Leadership provided the Board with invaluable experience and guidance. Leslie's kind and caring approach coupled with her extensive expertise definitely made a positive and long lasting impact on CCR.

Lynn joined our Board in 2012. Lynn's professional expertise along with her open and honest approach to problem solving and decision making was expected and respected. Lynn's approach created opportunity for the Board to explore all aspects of an issue. Lynn's firsthand experience with CCR, as a Principal of an elementary school, was extremely helpful to the Board to ensure that our approach to service delivery and strategic planning was realistic and inclusive. Lynn, we also wish you the very best in your future endeavors and thank you for your contribution.

# Message from Chair and Executive Director

Tonight and over the next few months we will welcome new members to the Board. We continue to be impressed with the talented community members that find their way to us and fully commit to supporting and enhancing the work we do.

Finally we would like to express our appreciation to Nicole Janiszewski and her talented team for their support in ensuring that our meetings run smoothly and efficiently. Nicole in particular ensures that we are organized, well fed and supported in our roles; thank you!

On behalf of the Board and the entire staff team at CCR, thank you for joining us this evening and most importantly, thank you for supporting us in achieving our vision.

Sincerely,



**Michelle Zerwer**  
Board Chair



**Sherry Fournier**  
Executive Director



## Organizational Health

The Board and staff team at CCR strive to nurture a culture that develops and sustains resiliency and expertise. Creating a culture that promotes organizational health requires commitment from all levels of the organization. CCR has a number of policies, practices, committees, activities, coaching, and professional development opportunities to ensure staff have as much opportunity as possible to support them in realizing a positive work life balance. The Board and Executive Leadership Team (ELT) would like to acknowledge the work of the Wellness Committee, the Health and Safety Committee, the Employee Management Committee, the French Language Services Committee, and the Management and Implementation Teams for your efforts. Thank you for supporting the entire CCR staff team in understanding their responsibilities, supporting each individual's learning and encouraging staff to engage in the many activities that occur throughout the year. We admire your dedication and thank you for promoting a culture of employee safety, health, individuality, and gratitude.

## Learning Organization

Over the last year CCR continued to work diligently to nurture a culture that develops and sustains knowledge, expertise and leadership. CCR has had the privilege of being selected to participate in a number of new initiatives and our team also seized a number of opportunities to share our own learning and expertise.

**LEAN** - In the spring, CCR was selected as one of three Demonstration Sites, as a part of the Autism Intervention Efficiency Review work led by the Ministry of Children and Youth Services (MCYS). Dr. Barriault Clinical Director, will lead this work along with Cristina Timony, Information Management Supervisor (Lean Champion),Carolynn Sheehan, Central Services Manager, Marilyn Kingsley, Clinical Manager, Melissa McDonald, Clinical Supervisor, and Melanie Laurin, IBI Senior Instructor Therapist. LEAN is an evidence based approach towards making improvements that are of real value to clients. In the Autism Intervention Program (AIP), the primary goal and that of MCYS, is to reduce wait times for Intensive Behaviour Intervention (IBI). To achieve this, the team will examine CCR's existing processes to find efficiencies and solutions, while at the same time preserving high quality standards and treatment.

**Northern Leadership Project** - This year CCR was invited to join the Northern Leadership Program. The Northern Leadership Program (NLP) is a one year opportunity for developing Northern leaders. The NLP is a unique experience that combines leadership training, community engagement, and mentoring, with action learning based projects. Now in its 2nd year, the 5 partners are Science North, Child & Community Resources, Laurentian University, the City of Greater Sudbury and College Boreal. Cohort 2 of the NLP includes 21 leaders from all 5 partner organizations. CCR participants for the 2014-2015 cohort are Lynne Phillion, Director of Central Services, Lisa Henderson, Director of Services, and Dr. Terri Barriault, Clinical Director.

## 2014 Canadian Evaluation Society National Conference

In June, Trevor Bosse, QA Associate, was accepted to present CCR's revised Quality Assurance model. The model was revised to meet the changing needs of our organization. The Canadian Evaluation Society encourages a culture of evaluation within organizations, while promoting leadership, knowledge, education, professional development and advocacy.

## Ontario Centre of Excellence for Child and Youth

**Mental Health** - Natalie Johnston, Planning & Evaluation Associate was invited to become a Family Engagement Trainer for the Ontario Centre of Excellence for Child and Youth Mental Health. Natalie will provide training to all CCR staff but will also be invited to train other provincial partners two times per year.

## Special Needs Resourcing (Inclusion Support Program)

- In the spring, Lisa Henderson, Director of Services, Miranda Mackie, Manager of Services - East, and Kim Einarson, ABA Services Lead, along with colleagues from the child care community were invited to present CCR's Early Learning and Child Care Special Needs Resourcing model to the Provincial Special Needs Resourcing Group. Subsequently the team was invited to present the same model at the Ontario Municipal Social Services Administration Conference hosted in Sudbury. Both presentations were well received. In addition to these opportunities CCR had the privilege of meeting with Pam Musson, Director of the Early Years Implementation Branch and her team to share this innovative approach to service.

## Early Learning and Child Care Leadership Series Pilot

Beginning in September of this year CCR launched our ELCC Leadership Series. This pilot includes the leadership teams from five Early Learning and Child Care Centres in Sudbury. Participants will attend a variety of sessions that include formal presentations, discussions, and opportunities to reflect on their own individual experiences. In addition participants will also have opportunity to receive model to feedback sessions right in their own organization. This component provides opportunity for participants to try the new techniques and receive immediate feedback to inform their learning. CCR is genuinely interested in learning from all of the participants and looks forward to building an environment of support.

**CANS** - In November 2013, Carolyn Sheehan, Central Services Manager, Marilyn Kingsley, Clinical Manager, and Miranda Mackie, Manager of Services - East were invited by Dr. John Lyons to the International CANS Conference in San Francisco to present provincial training modules they developed with partners at CHEO and Erinoak. The CANS, is a tool used to assess child and family strengths and needs as well as CCR's unique use of the CANS to support FCC.

## Achievements

Over the last year many staff within CCR achieved or are close to achieving their certification, registration and credential in their related profession. Congratulations everyone!

**Professional Development** - CCR hosted and attended a number of professional development opportunities in 2013-2014. These opportunities support staff development but also enhance existing relationships with partner agencies across the North.

## Communication

The Board and staff team strive to maximize every opportunity to enhance internal and external communication. As CCR is a Regional Program and many staff are members of multiple local, regional and provincial working groups and committees, solid communication practices are essential. Please find below some highlights from this year that describe our efforts.

**District Meeting** - To improve communication, collaboration and joint learning/training opportunities the Executive Leadership Team (ELT) introduced bi-weekly District meetings. These meetings included members from all levels of leadership and are organized based on geography. These meetings have created opportunities for sharing information, collective problem solving and interactive learning. These sessions have improved communication, administrative practices and most importantly strengthened the continuum of services in all areas of the Region.

**Family Centred Care** - In 2012 CCR was awarded a three year grant, by the Ontario Centre of Excellence for Child and Youth Mental Health, to review our current practice and develop an evidence-informed Family Centred Care (FCC) model. As a result of this initiative CCR has: formed a permanent FCC advisory committee; conducted a review of the experiences and needs of both clients and staff related to FCC; developed and launched a FCC curriculum and staff training model; and created a systematic method of continuously evaluating and improving our ability to provide quality, family-centred care.

**Website Enhancement** - A Working Group has been established to work along side the team at Over the Atlantic to develop a video series for the CCR website. The series will be reflective of the four Districts in the Region and will include footage of programs in action along with information about the programs and services we offer.

# Report from the Executive Director

**Records Management** - CCR's Records Management initiative is underway with the goal of ensuring that complete and accurate records of all transactions, activities and decisions are created, maintained, used, then retained or disposed of appropriately, and in accordance with relevant legislation and oversight bodies. The Core team has reviewed and finalized all of the related Policies and Procedures. The Human Resource department will act as the pilot program and is currently in the planning and preparing phase, with full implementation to begin in early 2015.

**Server Virtualization** - CCR's Information Technology (IT) team is in the process of completing the virtualization of our servers, using VMware virtualization technology. This virtualization not only improves the cost-effectiveness and efficiency of our operations but also significantly improves our capacity to sustain and maintain all server related functions in the event of a disaster. CCR's comprehensive disaster recovery plan utilizes best practices to ensure our technical information is protected and that, in the event of unforeseen disruption, our services can continue seamlessly with minimal interruption.

## **Funding**

**LEAN** - As one of three Demonstration Sites CCR received \$50,000 to support the increase in human resource requirements related to this work.

**Autism Intervention Program** - CCR received an additional amount of \$86,017 from MCYS. This one time investment was provided to each Regional Program to support an increase in the service target in 2013-2014 CCR's Autism Intervention service target increased from 61 treatment spaces to 65.

**IODE** - This year CCR was selected as the recipient of the proceeds raised from the IODE Christmas Tour of Homes. In April CCR was presented with a cheque for \$5000. These funds will be used to purchase IPADs for a number of our children. IPADs have become a helpful tool for children that are experiencing communication difficulties. Each child/family that receives an IPAD will be advised that this is possible due to the generosity of the IODE group. On behalf of CCR and our children and families we want to thank IODE for their generosity and support.

**Ten Rainbows Foundation** - Ten Rainbows continues to offer tremendous support to CCR. This year Ten Rainbows purchased furniture and equipment for our respite home. CCR is very appreciative of this long standing partnership. Thank you to all members of Ten Rainbows for your generosity.

**Greenshield Canada Foundation** - Over the summer months CCR received the good news that the Greenshield Canada Foundation selected our project - Teaching Functional Skills to Children and Youth with Autism to receive \$25,000. These funds will provide the CCR team opportunity to offer additional service to a number of children across the region. The team at CCR is extremely grateful to Schuster Boyd McDonald and Greenshield Canada for supporting us in our goal to offer additional services.

## **Partnering**

The Board and staff team at CCR focus tremendous energy on pursuing and creating partnerships that further our mission. All members of CCR understand that no one individual, team, or agency can do this important work alone. CCR has the privilege of working alongside many partners on a daily basis and we would like to express our gratitude to all of our partners for your support and willingness to share expertise so we can work together to provide the best service possible. Please find below some highlights of the collaborative work we were able to be a part of this year.

### **Partnership with Children's Aid Society Sudbury**

**Manitoulin District (CAS)** - This year the residential team at CCR worked alongside a team from CAS to develop a strategy that included transitioning youth from a residential environment to family homes. The effort of both teams is to be admired. Thanks to the dedication of all involved, families were recruited specifically with each youth in mind. Once the necessary processes were complete the families received training and support to ensure they were fully prepared to provide the support each youth required. In addition to the transition, comprehensive support plans were also designed to ensure the families had access to the supports they needed as well. We are pleased to share that all of the youth have been welcomed into their new homes; this truly was an amazing experience for all involved. This incredible forward thinking highlights the value of integrated partnerships.

**Early Learning and Child Care Community** - The CCR team would also like to acknowledge all Early Learning and Child Care Centres and the City of Greater Sudbury Children's Services Team for your partnership in 2013-2014. The work completed to date provides an outstanding example of practical and innovative leadership. We look forward to continuing to work alongside you as the system continues to transform.

**VTRA** - Members of CCR's clinical team received training and are part of the Violence Threat Risk Assessment (VTRA) working table with Police Services, children's sector agencies, child welfare, probation, and all school boards in the Sudbury community. The goal is to work together to provide an efficient response to support children and youth in threatening or violent situations.

**Feeding Collaborative** - Together with an Occupational Therapist at the Children's Treatment Centre and a Dietician at Health Sciences North in Sudbury, CCR's Rachel Barber developed and continues to deliver a Feeding Workshop for families struggling with behavioural challenges when feeding their child or youth with ASD.

**ADOS over 6** - In February of 2014, CCR took responsibility from local pediatricians for coordinating the wait list and appointments for our existing ADOS clinic for children and youth over the age of six. ADOS is the Autism Diagnostic Observation Schedule, which is a key tool in the diagnosis of Autism Spectrum Disorder. Our CCR psychology team, led by Jennifer Falcioni partners with local pediatricians and speech-language pathologists in Sudbury-Manitoulin to conduct diagnostic clinics using the ADOS for children and youth up to the age of 18.

**Inter-professional Practice** - CCR and the Children's Rehabilitation Centre Algoma have come together to explore the practices related to inter-professional practice. Over the next year the two teams will work together to learn, develop and implement the model. This work will include the development of outcomes and evaluation so that our collective learning can be shared with other community partners.

**Kenora / Rainy River** - The LSSMT partner agencies in Kenora/Rainy River met to reconnect community partners across a geography that is larger than Europe. MCYS hosted a 2 day meeting where agencies shared their services and mandates, discussed issues facing families and service providers in Kenora/Rainy River, heard presentations on the Complex/Multi Needs case Resolution Process as well as a presentation from the DSO on TAY. CCR was thrilled to engage in these meetings and discussions.

## Renewed Partnerships

**Adult Service Providers** - To support our youth and their families in transitioning to adulthood the CCR team has re-established partnerships with a number of adult service providers. This collaboration will include the development of youth, parent and staff training to support this important transition.

**New Partnerships** - Thanks to our participation in the Northern Leadership Program (NLP) the CCR team has been introduced to new partners, new professionals and new expertise. The NLP CCR Project will also provide opportunity for all staff members to get to know and learn from our new partners.

## Research Advisory Committee

CCR's Research Advisory Committee (RAC) was established with the mandate to promote, sanction, monitor, and establish key themes for research activities at CCR. In 2013-2014 the RAC approved two Applications to Conduct Research at CCR. As well, the RAC revised its Terms of Reference and established key areas of focus for the upcoming year. The RAC's Terms of Reference, Research Application Forms, and a summary of approved research projects and submitted results are available on the Research Advisory Committee Section of CCR's Communication Balloon or by contacting Carolynn Sheehan, Chair of the RAC.



**Child & Community Resources (CCR) is a charitable organization that provides services and community supports to parents, children and professionals to enhance and support the inclusion, integration, and wellbeing of children across the north region of Ontario.**

## Our Vision

A society that values all children and ensures every child belongs.

## Our Mission

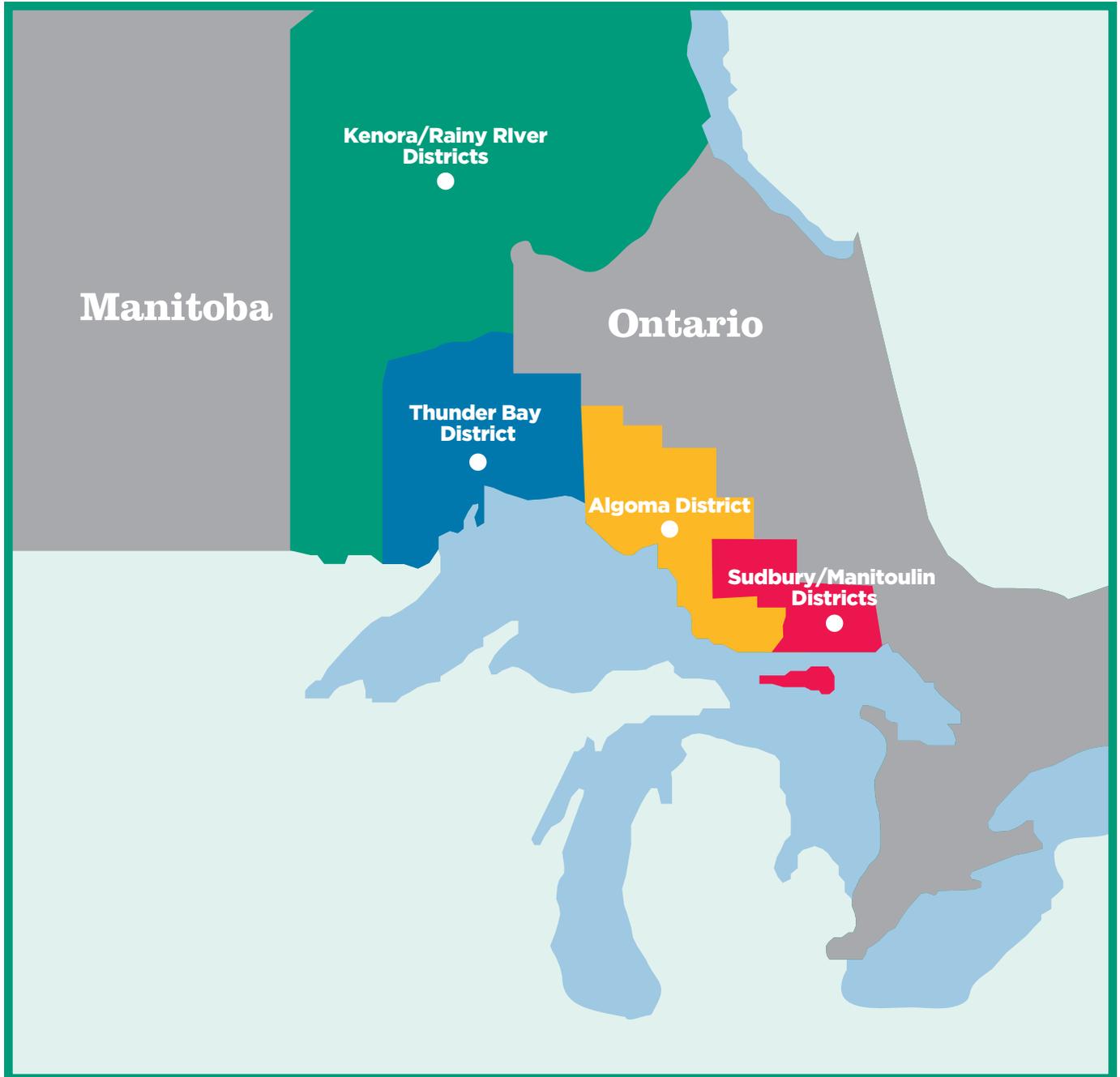
Supporting, educating, and partnering with children, youth, families, and communities across the North.

## Our Core Values

In pursuing this mission CCR will provide services in a manner that is consistent with the following values:

- pursuit of excellence, creativity and innovation
- child and family-centered care
- inclusiveness
- adherence to legislation
- fiscal responsibility
- seamless delivery
- community partnerships
- staff recognition

# Our Catchment Region



**CCR provides a range of programs and services for children across the north region of Ontario including the Sudbury/Manitoulin District, Algoma District, Thunder Bay District, and the Kenora/Rainy River Districts.**

# Board of Directors 2013-2014



Michelle Zerwer  
**Chair**



Lynn Quirion



Michael Gauthier  
**Vice-Chair**



Melanie Johncox



Lee Rysdale  
**Secretary**



Kimberley Gagan



Heather McFarlane



Louise Piercey



Leslie Dean



Maxine King



Julie Denommé

## Celebrating Staff Milestones

### 10 years

Suzie Baril  
Fay Biglow  
Lynn Charbonneau  
Cathy Lynn Duguay  
Michelle Faubert  
Christine Martin Dubois  
Tamara Masse  
Jamie Miron  
Josee St-Louis  
Christina Troscinski  
Crystal Willet

### 15 years

Miranda Mackie

## Family Centered Care Advisory Committee

Submitted by Trevor Bosse

### What is the Family Centered Care Advisory Committee

The Family Centered Care Advisory Committee is the new name for the PACE Team! This new name more accurately reflects the purpose of the committee, which is to support CCR in the development of tools and strategies to meet the evolving needs of the children, youth and families we serve.

### Enriching our knowledge about Family Centered Care

Staff are rewarded with gold coins when they learn about, or deliver services that could be considered as, being "family-centered." In addition to the staff receiving a gold coin, a copy of the coin is placed in each of the thermometers located in Sudbury (Main and Ben Moxam), Sault-Ste-Marie, Thunder Bay, Fort Frances and Dryden.

**Family Engagement Knowledge Exchange-** In November 2013, a number of CCR staff had the opportunity to attend Family Engagement training hosted by the Ontario Centre of Excellence for Child and Youth Mental Health. This training focused on: facilitating family engagement into practice; enhancing what we're already doing; and, how to involve families across all levels of the system. For those whom were unable to attend, don't worry! A Family Engagement, Knowledge Exchange Sharing Resource has been developed to ensure all CCR staff members have the opportunity to learn from the event.

## Fisher, Piazza Training

Submitted by Marilyn Kingsley

On June 19 in Sudbury and June 20 in Thunder Bay, Dr Wayne Fisher and Dr Kathleen Piazza joined the CCR teams to deliver training on training on "Treatment of severe destructive behaviour in children with autism using recent refinements of functional communication training treatment" (Dr. Wayne Fisher) and "Using a data-based approach to assess and treat pediatric feeding disorders" (Dr. Cathleen Piazza).

There were 76 staff in attendance on the 19th and the 20th. The training brought teams from Sault Ste Marie and Sudbury together in the East, and Kenora-Rainy River and Thunder Bay districts in the West."

## Sibshops

Submitted by Michelle Faubert  
Michelle Faubert, Tara-Lee Godfrey and Natalie Lippert-Murdoch have co-facilitated 3 Sibshops in the Sudbury area. Sibshops are designed to provide siblings of children with special needs an opportunity to meet other siblings who also have a sibling with special needs. During the sessions, the children participate in fun filled and active games, chat about the joys and challenges of having a sibling with an ASD as well as how to handle situations that they commonly encounter. During the last two Sibshops events, the children have had opportunities to write down on individual tags positive aspects about themselves as well as their siblings. These tags were placed on our Sibtree which is a reminder of all of the positive things that we have.

## LEAN

Submitted by Dr. Terri Barriault

On behalf of ELT, I am happy to share that CCR's Autism Intervention Program has been selected by our Ministry to be a provincial Lean demonstration site. Lean is an evidence based approach to making improvements that are of real value to clients. It is our primary goal and that of MCYS to reduce wait times for IBI. To achieve this, we are examining our existing processes to find efficiencies and solutions, while at the same time preserving high quality standards and treatment. CCR's Lean Working Group received Yellow Belt training on Sept. 11 & 12 in Toronto. We will be carrying out the review of our AIP led by our Lean coordinator, Cristina Timony and with the support of two highly qualified coaches, Govind Adaikappan and Kate Beniuk from KPMG. On Sept 16, a Value Stream Mapping Session was held to plot out all activities that occur in our AIP from initial application to discharge and to develop an initial list of opportunities for improvement. Thank-you to CCR staff who came from every district and included: Tara Lee Montague; Alyssa Larson; Melissa MacDonald; Marcia Henderson; Anna Blackwell; Melanie Laurin; Jennifer Falcioni; Trevor Bosse; Nicole Janiszewski; Joelle Brisson; Carolyn Sheehan; Natalie Croteau, Marilyn Kingsley; Cristina Timony, Terri Barriault, and Rozanne Matson from Children's Centre Thunder Bay. The mapping session yielded many promising opportunities that our Working Group is currently analyzing so that we can begin implementing solutions early in January 2015. For further information on Lean, please contact your supervisor or Cristina Timony.

# Highlights from CCR's Newsletter

## The 9th Annual CANS Conference!

Submitted by Marilyn Kingsley

The 9th Annual CANS conference was held in San Francisco, California.

Carolynn Sheehan & Miranda Mackie lead a poster session called "The Use of the CANS to Support the Implementation & Evaluation of Family-Centered Care".

Carolynn Sheehan, Marilyn Kingsley as well as Kate McEachern & Rebecca Lahey from ErinoakKids presented on "The Use & Sustainability of the CANS as a TCOM Strategy: The Development of Resources to Support Capacity Building & Engagement".

Christina Brault and Shannon Bell also had the opportunity to participate in the conference.

We look forward to sharing our information with CCR and wish to say Thank You for this great opportunity!

## Developmental Summer Program for Teens

Submitted by Program Staff and Crystal Pintar

In partnership with the City of Greater Sudbury, the Developmental Summer Program for Teens is an initiative organized by Child & Community Resources to support youth with multiple complex needs (including physical and medical needs) who cannot access existing community programs. The program is in its third year of operation, runs for the months of July and August and is located at Gatchell School. Summer 2013

Over the course of the summer the program has provided our children the opportunity to participate in a multitude of indoor and outdoor activities which consider the varying needs of all the youth that attend.

Scheduled weekly swims at Gatchell pool along with daily excursions such as library activities, neighbourhood strolls, movie outings, and visiting Sudbury's various attractions keep our participants happy and engaged.

Some of this summer's highlights included participating in the Walden Fair which provided fun outdoor activity stations, along with a petting zoo that gave us the opportunity to learn about, and interact with the animals. Spending the day at Science North was another both fun and educational outing. We toured the science center and their temporary "Ripley's Believe it or Not" exhibit where we all had a blast! Theme days such as "Birthday Day" and "PJ Day" keep things interesting.

Our qualified team offers the assistance and support that other regular summer programs cannot provide. We ensure our youth are well attended to and we pride ourselves on the inclusivity of all our youth in all our activities.

We have enjoyed ourselves tremendously this summer and we hope to see everyone again next year!





## The Lois Mahon Award: Real People Doing Exceptional Things

This year's recipient of the The Lois Mahon Award: Real People Doing Exceptional Things goes to St. Joseph School - Dryden.

St Joseph's School was selected to receive this award for their genuine commitment to children, openness to accommodation, partnership, and passion for ensuring every child is given an opportunity to engage in learning and participate in the school community.

"I have heard Mr. Lugli celebrate the IBI team and all students, calling us Superstars. I believe it is Mr. Lugli and the staff team at St. Joe's turn to be Superstars, as they are truly an example of Real People Doing Exceptional Things." - Tara Lee Montague

Congratulations!

# Service Statistics

(April 1, 2013 to March 31, 2014)

## Applied Behavioral Analysis Program (Regional)

Number of Unique Children/Youth Served: 358

Number of Instances of Service (Children/Youth may be served more than once): 506

Number of Hours of Service Received by Children/Youth: 3,254

Number of Hours of in-person Service Received by Parents/Caregivers: 2,685

## Autism Clinical Services (Sudbury/Manitoulin)

Number of Children/Youth who received a diagnostic assessment: 83

## Autism Intervention Program (Regional)

Number of Children who received Intensive Behavioral Intervention from Service Provider: 98

Number of Children who received Intensive Behavioral Intervention through Direct Funding: 1

## Best Start Hubs (Sudbury/Manitoulin)

Number of Unique Children Served: 1,704

Total Number of Visits to the Hubs by Children: 15,878

Number of Unique Parents/Caregivers Served: 1,419

Total Number of Visits to the Hubs by Parents/Caregivers: 11,541

## Early Literacy Program (Sudbury/Manitoulin)

Number of Parents/Caregivers Served: 23

Number of Professionals Served: 953

Total Number of Training/Workshop Hours Delivered: 484

## Early Learning and Child Care Services (Sudbury/Manitoulin)

Number of Children Served: 773

\*Data cumulative from January 1 to December 31, 2013 (City of Greater Sudbury Fiscal Year)

## Intensive Treatment and Support Program (Sudbury/Manitoulin)

Number of Unique Children/Youth Served: 15

Number of Hours of Direct Service Provided: 221

## Residential Program (Sudbury/Manitoulin)

Number of Unique Children/Youth Served at Coldstream: 4

Number of Unique Children/Youth Served at Westmount: 3

## Respite Services (Sudbury/Manitoulin)

Centre Based Respite: 10 Children/Youth Served for a Total of 2,016 Hours

ASD Out of Home Respite: 36 Children/Youth Served for a Total of 4,695 Hours

Out of Home Respite (non-ASD): 20 Children/Youth Served for a Total of 2,293 Hours

## School Support Program (Regional)

Number of Professionals Served: 3,240

Number of Consultation Hours Delivered: 730

Number of Training/Workshop Hours Delivered: 377

## Complex Special Needs

Number of Unique Children/Youth served: 5

# Closing Remarks

We hope you enjoyed the report; it truly is a celebration of the work that we have accomplished in 2013-2014

I would like to take this opportunity to thank the Board and staff members for your support and encouragement over the last year. Assuming the role of Executive Director of Child & Community Resources is a privilege that is difficult to put into words.

It is a joy to work alongside such a talented and diverse group. This is not only a group of professionals but a group of individuals that truly believe in CCR's Vision and Mission. The Board and staff team is comprised of people that truly value children, youth and families. Together they work unbelievably hard to ensure that the work we do makes a difference. This is only possible because we expect everyone to lead by example, to be accountable and to use the mechanisms in place to discuss how things are going and what we can do together to improve.

The CCR team knows that improvement is not just the responsibility of the leadership; it is a partnership that requires contribution and support from everyone involved. A culture of support and accountability carries through to our partners but most importantly it directly impacts the relationships we have with our families.

I would like to personally thank all of the families for taking the time to share your feedback, for picking up the phone and discussing your concerns and suggesting solutions, but most of all thank you for trusting our team, your partnership is appreciated and important.

I look forward to 2014-2015. I know that whatever this year brings, the CCR team will rise to the occasion.

With much gratitude,



Sherry Fournier  
Executive Director

"The achievements of an organization are the results of the combined effort of each individual." Vince Lombardi



**GREG STEINKE**  
**CHARTERED PROFESSIONAL ACCOUNTANT**

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INDEPENDENT AUDITOR'S REPORT TO THE BOARD OF DIRECTORS

I have audited the accompanying financial statements of, Child & Community Resources/Ressources pour L'Enfance et la Communauté (the "Organization") which comprises the statement of financial position as at March 31, 2014, and the statements of operations, changes in net assets and cash flow statement for the year then ended and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

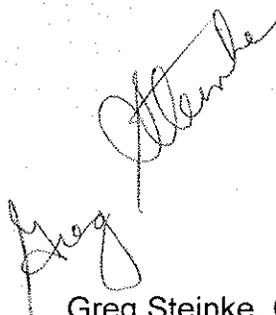
My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risk of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, these financial statements present fairly, in all material respects the financial position of Child & Community Resources/Ressources pour L'Enfance et la Communauté, as at March 31, 2014, and its financial performance and its cash flows for the year then ended in accordance with the accounting principles disclosed in note 1.

A handwritten signature in cursive script, appearing to read "Greg Steinke".

Copper Cliff, Ontario  
June 19, 2014

Greg Steinke, CPA, CA  
Licensed Public Accountant

Child & Community Resources  
Ressources pour L'Enfance et la Communauté

Statement of Financial Position  
As at March 31, 2014

|  | <u>2014</u>         | <u>2013</u>         |
|--|---------------------|---------------------|
| Assets   |                     |                     |
| Current Assets   |                     |                     |
| Cash   | \$ 1,506,178        | \$ 1,535,407        |
| Accounts Receivable  | <u>389,489</u>      | <u>358,002</u>      |
|  | 1,895,667           | 1,893,409           |
| Capital Assets (note 2)  | 895,611             | 816,769             |
| Other Assets (note 3)  | <u>32,801</u>       | <u>26,495</u>       |
|  | <u>\$ 2,824,079</u> | <u>\$ 2,736,673</u> |
| Liabilities, Contributions and Net Assets                      |                     |                     |
| Current Liabilities  |                     |                     |
| Accounts payable and accrued liabilities                       | \$ 1,570,400        | \$ 1,519,247        |
| Payable to Ministry of Children and Youth<br>Services (note 4) | <u>30,000</u>       | <u>5,094</u>        |
|  | 1,600,400           | 1,524,341           |
| Deferred contributions (note 5)                                | 185,451             | 252,946             |
| Deferred capital contributions (note 6)                        | 1,334               | 1,668               |
| Net Assets:  |                     |                     |
| Invested in capital assets                                     | 894,277             | 815,101             |
| Unrestricted   | <u>142,617</u>      | <u>142,617</u>      |
|  | <u>1,036,894</u>    | <u>957,718</u>      |
|  | <u>\$ 2,824,079</u> | <u>\$ 2,736,673</u> |

On behalf of the Board




MIKE GAUTHIER  
VICE-CHAIR

Child & Community Resources  
Ressources pour l'Enfance et la Communauté  
Statement of Operations  
For the Twelve Months Ending March 31, 2014

|   | City of<br>Greater<br>Sudbury | ABA<br>Services | Respite<br>Services | Autism<br>Intervention<br>Program | Autism<br>Clinical<br>Services | School Support<br>Program/<br>ASD | OEYC/<br>Best Start<br>Program | Residential<br>Care | Other<br>Programs | 2014<br>Total | 2013<br>Total |
|---|-------------------------------|-----------------|---------------------|-----------------------------------|--------------------------------|-----------------------------------|--------------------------------|---------------------|-------------------|---------------|---------------|
| <b>Revenues</b>                                       |                               |                 |                     |                                   |                                |                                   |                                |                     |                   |               |               |
| Ministry of Children and Youth Services               | -                             | 1,600,704       | 547,283             | 5,267,566                         | 250,381                        | 1,635,883                         | 1,539,695                      | 1,625,459           | -                 | 12,466,971    | 11,586,859    |
| City of Greater Sudbury                               | 1,459,401                     | -               | 20,000              | -                                 | -                              | -                                 | 603                            | -                   | -                 | 1,480,004     | 95,982        |
| Fees Earned   | -                             | -               | -                   | 84                                | -                              | -                                 | -                              | -                   | -                 | 84            | 170           |
| Community Projects                                    | 3,562                         | 7,044           | 4,837               | 10,128                            | 892                            | 10,841                            | 4,375                          | 1,200,633           | 45,789            | 1,288,101     | 1,476,710     |
| Interest and Other Income                             | -                             | -               | 1,599               | 2,184                             | 98                             | -                                 | 18,518                         | 2,563               | 78,683            | 103,645       | 232,720       |
| Amortization of Deferred Contributions                | -                             | -               | -                   | -                                 | -                              | -                                 | -                              | -                   | 334               | 334           | 417           |
|   | 1,462,963                     | 1,607,748       | 573,719             | 5,279,962                         | 251,371                        | 1,646,724                         | 1,563,191                      | 2,828,655           | 124,806           | 15,338,139    | 14,916,671    |
| <b>Expenses</b>                                       |                               |                 |                     |                                   |                                |                                   |                                |                     |                   |               |               |
| Wages and Employee Benefits                           | 861,909                       | 1,098,827       | 395,111             | 2,927,808                         | 177,157                        | 1,142,712                         | 1,045,040                      | 2,296,483           | 1,191,051         | 11,186,098    | 10,018,015    |
| Travel  | 13,706                        | 49,955          | 1,343               | 151,345                           | 3,811                          | 65,272                            | 18,390                         | 1,543               | 29,748            | 335,113       | 357,622       |
| Office  | 15,688                        | 33,375          | 6,620               | 89,680                            | 3,697                          | 50,068                            | 30,233                         | 22,333              | 69,784            | 321,478       | 320,951       |
| Program Expenses                                      | 9,038                         | 25,372          | 7,699               | 66,444                            | 2,274                          | 8,437                             | 43,172                         | 106,198             | 51,823            | 320,457       | 348,315       |
| Training  | 17,940                        | 49,443          | 8,147               | 68,692                            | 1,897                          | 19,265                            | 10,817                         | 34,941              | 32,199            | 243,341       | 263,835       |
| Professional Fees                                     | -                             | 711             | -                   | 1,938                             | -                              | 770                               | -                              | 3,391               | 10,095            | 16,905        | 16,659        |
| Purchase of Service-Client Related Building Occupancy | 312,854                       | 45,372          | 34,911              | 1,028,680                         | 17,958                         | 8,889                             | 163,319                        | 67                  | 83,469            | 1,695,519     | 2,643,085     |
| Allocated Central Administration (recovery)           | 63,163                        | 102,525         | 59,558              | 255,956                           | 17,839                         | 159,120                           | 94,631                         | 99,479              | 109,333           | 961,604       | 817,530       |
| Amortization of Capital Assets                        | 148,417                       | 165,624         | 57,465              | 514,318                           | 26,290                         | 171,768                           | 157,052                        | 233,304             | (1,488,406)       | (14,166)      | (4,594)       |
|   | 1,442,715                     | 1,571,204       | 570,854             | 5,104,861                         | 250,923                        | 1,626,301                         | 1,562,654                      | 2,797,739           | 332,712           | 15,259,963    | 15,058,762    |
| <b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES</b>  | 20,248                        | 36,544          | 2,865               | 175,101                           | 448                            | 20,423                            | 537                            | 30,916              | (207,906)         | 79,176        | (142,091)     |