



Child & Community Resources

Ressources pour l'Enfance  
et la Communauté



# Annual Report 2012-2013



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**Design:** OvertheAtlantic.com (Canada)

**Project Lead:** Joseph Mansourian

**Creative Director:** Julien Chaput RGD

**Project Manager:** Jana Van de Rydt

**Editor:** Amanda Young

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

662 Falconbridge Road  
Sudbury, Ontario P3A 4S4

**Phone:** 705.525.0055

**Toll Free:** 1.877.996.1599

**Fax:** 705.525.0068



# Report from the Executive Director



**As I attempt to write my report I find myself with a huge block. This will be my last report, spanning the last 21 years yikes! So, to meet deadlines I have decided to complete my report in two parts, first highlights of last year, and second my personal comments, observations, and well, farewell.**

I will present that part at the AGM in person with hopes it will be added to the full AGM Report as an addendum. The following represents only a few tidbits of the many great things that happened at CCR over the last year.

## CCR West

- West Community Services Team ran their first Enhancing Independent Behaviour Program and Social Skills Program, both were a great success;
- A new office in Dryden will give us more of a community perspective;
- We have formed a new partnership with Confederation College who are providing space for some of our group services;
- We continue our partnership with Autism Ontario in training our staff and the development of SibShops to be delivered across the region.

## Best Start Hubs

- We have Kids in Motion (or Outreach) programs happening in surrounding schools in our Hub neighbourhoods;
- We have reached out to the staff and families at Genevra House. In addition we have connected with Cedar Place, Salvation Army, Pregnancy Care Centre, some of the housing units and many food banks;
- We have also partnered with Our Children Our Future (OCOF) to offer some Family Fun Nights with dinner in the community. We also partnered with Better Beginnings Better Futures (BBBF) – Donovan Hub this summer by joining together at a local park;
- In addition to all the Community Connections, we have provided about 3 Triple P seminars last year, and about 35 Triple P families have received the support of 1-1 primary care service;
- We were successful in partnership with the English school boards in offering five Early Learning Preschool Programs on social skill development, promotion of self-regulation, helping children and families make the connection to the school setting.

## Community Services Team

- This summer a condensed version of our Junior and Senior Social Skills Group was offered; content included: Recognizing Strengths and Challenges, Flexible Thinking, Thoughts, Feelings and Reactions, Self-monitoring, 5 point scale, Identifying Positive Relationships, Conversation Skills, and Conflict Management
- Coordination and collaboration among ABA Consultants, Residential Support Lead, and Residential Support provided great opportunities to learn from one another while supporting our clients in being successful,
- Facilitators were thrilled to see examples of many great social skills being utilized during instructional periods and natural activities,
- For us, this was a great testament of all of the hard work CCR staff are doing to touch the lives of the children and youth we work with.

# Report from the Executive Director

## Quality Assurance Department

### Webinars with Ontario Centre of Excellence for Child and Youth Mental Health

- Recognized provincially as a leader in evaluation design and implementation, CCR's Quality Assurance Department was invited to present their unique program evaluation communication strategies with the Centre of Excellence for Child & Youth Mental Health in the following webinars
  - To Infinity and Beyond: Sustaining Evaluation (January 2013)
  - Strategies for Communicating Evaluation Findings (February to May 2013)
  - Evaluation 101 (October 2013)

As a result of having the opportunity to share our expertise, numerous requests have been received from organizations throughout the province for CCR's unique program evaluation design and communication strategies.

### Conference Presentations

- This November, CCR will be participating in facilitating three presentations at the 9th annual CANS Conference in San Francisco, CA including two Breakout Sessions and one Poster Session

### **In the Words of the Children and Youth we serve:**

- Results of the Applied Behaviour Analysis (ABA) Services program evaluation indicate that children and youth thorough enjoy CCR's Social and Life Skills groups. In the words of our families, participants have commented that the Program for the Education and Enrichment of Relational Skills (PEERS\*) was the "Best group they've ever been to." That Enhancing Independent Behaviour (EIB) gave them the opportunity to "meet new friends", and that the Secret Agent Society (SAS) provided "new gadgets to help keep calm."

### Family-Centered Care

- In early 2012, CCR was awarded a 3 year grant by the Ontario Centre for Excellence for Child and Youth Mental Health designed to support a core team within the agency to implement Family Centered Care.

## Regional Clinical Team

- 2 members of our Regional Clinical Team (RCT), attended the Autism Diagnostic Observation Schedule (ADOS) 2 training in New York and started participating in the ADOS Clinic schedule. Other training for the whole team included Ethical & Behavioural Standards.

## Respite and Residential

- Ten Rainbows House has been very well utilized for many services across our continuum
- The residential program now includes a home on Bedford Court for two youth with complex special needs

## Autism Intervention Program

- A new centre based IBI program opened in Oaks Plaza Sudbury
- In April, CCR took the lead for Autism Intervention Program (AIP) services in Sault Ste Marie

Our thanks to Community Living Algoma (CLA) for their contribution as long time partners. We look forward to continuing with them in new partnerships.

## OAG Audit

In March, as part of the Ontario Auditor General's audit of Autism Intervention Program (AIP), CCR's programs were audited. The full respect will be presented to the Government this December.

## Agency Review

- Following on information from the Office of the Auditor General of Ontario (OAG) audit, CCR underwent an agency wide records management review;
- Results and recommendations will be implemented over the next year.

For further details on many of these highlights, check upcoming issues of CCR Newswire.



**Lois Mahon**  
Executive Director

# Message from Chair



## As we reflect on the past year, we can look on a year of celebration, transition and continued commitment.

This fiscal year began with the unveiling of a new name that aptly reflects the organization's mission of supporting, educating and partnering with children, families and communities across the North. In addition to our name, CCR has seen a number of changes within the organization including leadership, organizational structure, community partnerships and service delivery. As illustrated in this report, throughout these changes we continue to provide a high level of service to our stakeholders; demonstrating CCR's commitment to teamwork and the delivery of quality, innovative service.

Of course, the greatest change for the organization is the recent announcement that Lois Mahon will be retiring in December. On behalf of CCR, the Board would like to thank Lois for the outstanding vision, leadership, and dedication she has brought to the organization. We look forward to Lois' continued involvement with CCR working on new business initiatives.

The Board is very pleased that Sherry Fournier has agreed to serve as CCR's new leader. Through her many years of employment with CCR, Sherry has demonstrated a passion for our mission. She does so with a compassion for our clients and transformational leadership. We are confident that Sherry will do a wonderful job moving us forward in the future!

The Board has spent the past year revising governance policies, modifying evaluation processes, formalizing Board training and refining recruitment practices to ensure that the CCR Board is positioned to effectively oversee and govern the organization. We saw our own transitions as we bid farewell to three outstanding Board members: Shelley Westhaver (Chair), Rick Grylls, and André Dumais. Thank you for their effort and dedication to the Board and CCR.

We also welcomed several new members to our Board. We are particularly pleased to have two Directors serving in Thunder Bay. Their unique insight and experience gives us confidence that we are meeting the diverse needs of clients and stakeholders throughout the regions we serve.

The Board is responsible for setting the strategic direction of the organization. As Directors, we recognize that strategic plans and initiatives are only as good as the staff given the task of implementing those plans. Thank you to everyone for your dedication and hard work. A special thank you to CCR's Executive Leadership Team—your commitment to service and excellence is greatly appreciated.

As you read through the report and join us in celebrating our successes, we hope that you will share our pride in this organization and our excitement for the future.

Sincerely,



**Michelle Zerwer**  
Board Chair





**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

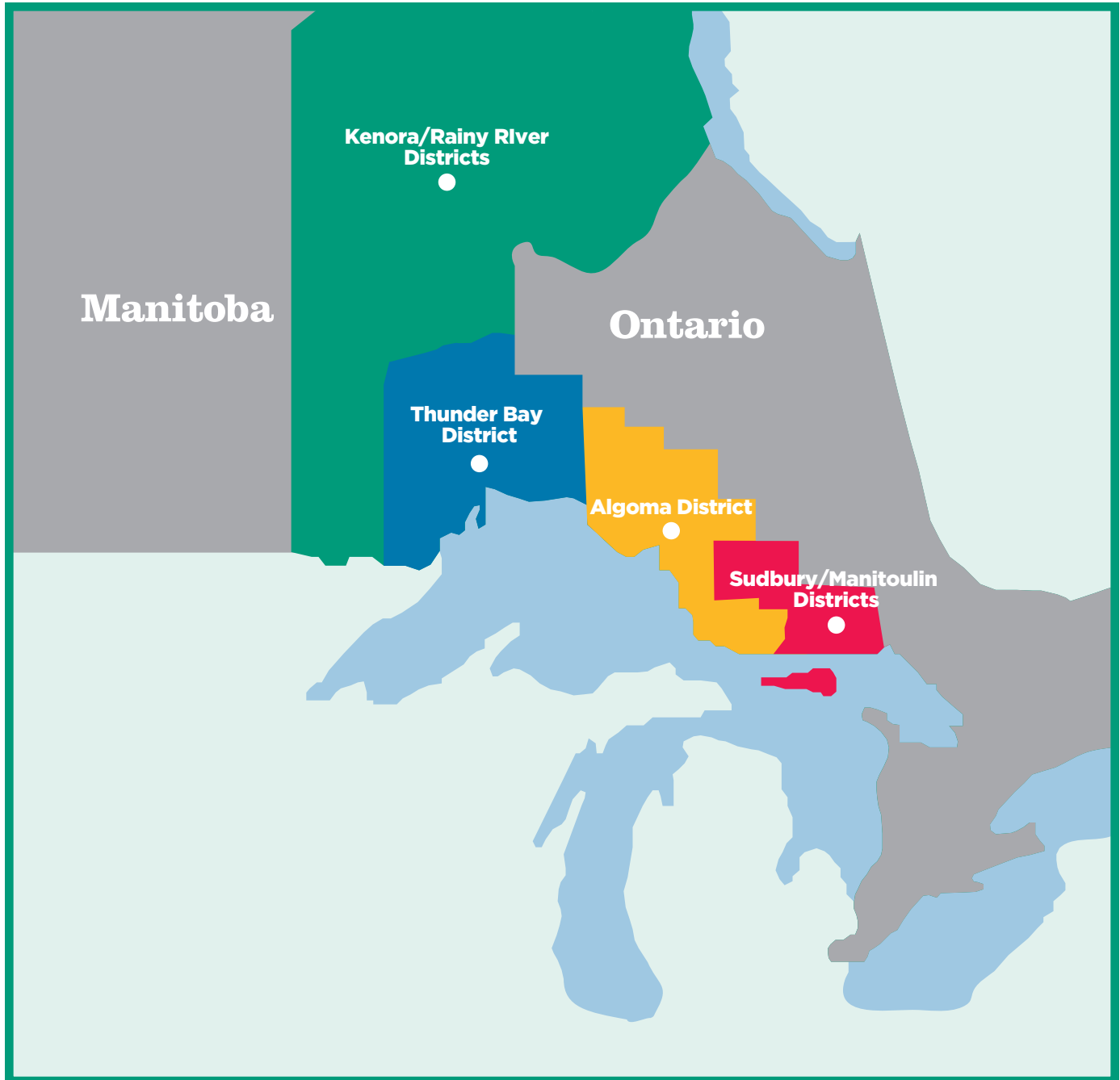
Supporting, educating, and partnering with children, youth, families, and communities across the North.

## 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 Districts, Algoma District, Thunder Bay District, and the Kenora/Rainy River Districts.**

# Board of Directors 2012-2013



**Michelle Zerwer**  
Chair



**Leslie Dean**



**Kimberley Gagan**



**Michael Gauthier**  
Vice - Chair



**Lynn Quirion**



**Rick Grylls**



**Lee Rysdale**  
Secretary



**Julie Denommé**



**Melanie Johncox**



**Heather McFarlane**



**Maxine King**



**Louise Piercey**



**André Dumais**



**Shelley Westhaver**

## Celebrating Staff Milestones

### 10 years

Carole Denis  
Donna Findlay-Heinsohn  
Ann Fontaine  
Diane Gaudet  
Natalie Goudreau  
Shannon Holler  
Catherine Labrecque  
Catherine Manual  
Andrea Marshall  
Leanne Silver  
Gerald Soucie  
Julie Vaillant

### 20 years

Colette Godin  
Sandra Ricard



# A Snapshot of the Last Operating Year

## A BIG THANK YOU!

Submitted by the Management Team



The Management Team would like to send out a special thank you to ELT for their leadership during the audit of our Autism Services, which occurred as part of the provincial audit of the Ministry of Children and Youth Services. Our appreciation also goes out to all those who supported the process and in particular, to the Central Services Team and to Program Staff for their tireless efforts in compiling all the data needed. There was a lot of work that went on behind the scenes in order to complete the multitude of requests related to the audit and staff across the agency made their time available to support with these requests.

## Thank You & Welcome from Sault Ste Marie

Submitted by Melissa MacDonald and Carolyn Nadeau

As of April 26, 2013 the 12 year partnership between Community Living Algoma and CCR has reached its end. Thanks to John Policicchio, Executive Director, Heather Hicks, Director of Children's Services, and all of the dedicated staff from CLA who supported so many AIP families over the years! Many thanks to each and every one of you who have helped support the transition from formally saying goodbye to a partner, being present to greet new staff and families, installing new phones, and providing countless trainings. Your support is greatly appreciated!

## "It's more than a language, it's a culture!"

Submitted by Alex-Andrée Madore and Allison Roy

A group of CCR employees attended a conference promoting the French language on March 9th, 2013. We were fortunate to interview the guest speaker, Stéphane Paquette, a singer-songwriter, improv-comedian and actor from Chelmsford, Ontario. Stéphane has won numerous awards for his music including the Top 40, Under 40 award in 2006.

**Q:** What was your take home message today?

**A:** Using humour, I wanted to break-free from the common stereotype that says we're all hardcore French activists. Yes, French services are important, especially considering our predecessors fought very hard so that we could receive French language services. Today, I wanted to emphasize that we aren't that different. In fact, there are 1,700 words that are spelled identically in French and in English and are true or semi-true cognates. Avec une touche d'humour, j' voulais sortir du stéréotype francophone qui dit qu'on est des 'hardcores' et si on n'a pas nos services en français on va se plaindre. Oui les services en français sont importants, surtout qu'il y a des gens qui ont travaillé très fort pour offrir des services francophones, mais on n'est vraiment pas si différent que ça! En fait, il y a environ 1 700 mots anglais et français qui sont des vrais amis, c'est-à-dire, qui partagent le même sens et la même épellation.

# A snapshot of the last operating year

## A Bright Neon Glow from Thunder Bay!

Submitted by Sara Britt



In Thunder Bay, the Autism Intervention Program is implemented in partnership with the Children's Centre Thunder Bay (CCTB). CCTB is an Accredited Children's Mental Health Centre that offers assessment, consultation, treatment, support and education services for children, youth and families in Thunder Bay and surrounding areas. Recently CCTB celebrated their 25th anniversary with a conference and agency day. The agency day was '80s themed, and events included an Amazing Race-style scavenger hunt, and CCTB Jeopardy. All the employees were invited to dress up, and the Instructor Therapists and Senior Therapists from the AIP took this challenge on with the same enthusiasm they apply to their daily work by wearing best (worst?) looks from the '80s. Congratulations to CCTB on 25 years of service, and also congratulations to the AIP team for winning the 'Best Dressed Program' award!

## Research Advisory Committee

Since July 2013 the Research Advisory Committee has approved four applications to conduct research with CCR. Three projects are being led by external researchers with CCR taking on the role of facilitating recruitment and data collection. The fourth research project is being co-led by CCR and a faculty member of the School of Social Work at Laurentian University. All four projects are currently in the data collection and analysis phase. If you would like more information about these research projects please contact Carolynn Sheehan, Chair of CCR's Research Advisory Committee.



## 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 Fountain Tire located in Thunder Bay.

**Congratulations!**



# Service Statistics

(April 1, 2012 to March 31, 2013)

## Applied Behavioral Analysis Program (Regional)

Number of Unique Children/Youth Served: **284**

Number of Instances of Service (Children/Youth may be served more than once): **375**

Number of Hours of Service Received by Children/Youth: **685**

Number of Hours of in-person Service Received by Parents/Caregivers: **4,186**

## Autism Clinical Services (Sudbury/Manitoulin)

Number of Children/Youth who received a diagnostic assessment: **65**

## Autism Intervention Program (Regional)

Number of Children who received Intensive Behavioral Intervention from Service Provider: **96**

Number of Children who received Intensive Behavioral Intervention through Direct Funding: **2**

## Best Start Hubs (Sudbury/Manitoulin)

Number of Unique Children Served: **1,884**

Total Number of Visits to the Hubs by Children: **19,151**

Number of Unique Parents/Caregivers Served: **1,537**

Total Number of Visits to the Hubs by Parents/Caregivers: **14,006**

## Early Literacy Program (Sudbury/Manitoulin)

Number of Parents/Caregivers Served: **33**

Number of Professionals Served: **344**

Total Number of Training/Workshop Hours Delivered: **396**

## Inclusion Support Program (Sudbury/Manitoulin)

Number of Unique Children Served: **92**

Number of System Consultations: **310**

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

Number of Unique Children/Youth Served: **3**

Number of Hours of Direct Service Provided: **1,713**

## Residential Program (Sudbury/Manitoulin)

Number of Unique Children/Youth Served at Coldstream: **3**

Number of Unique Children/Youth Served at Westmount: **3**

## Respite Services (Sudbury/Manitoulin)

Centre Based Respite: **9 Children/Youth Served for a Total of 1,456 Hours**

ASD Out of Home Respite: **41 Children/Youth Served for a Total of 2,691 Hours**

Out of Home Respite (non-ASD): **23 Children/Youth Served for a Total of 2,691 Hours**

## School Support Program (Regional)

Number of Professionals Served: **4,841**

Number of Consultation Hours Delivered: **1,065**

Number of Training/Workshop Hours Delivered: **482**

## Complex Special Needs

Number of Unique Children/Youth served: **5**

# Financial Statement

As at March 31, 2013

## Assets

	<u>2013</u>	<u>2012</u>
<b><u>Current Assets</u></b>		
Cash	\$ 1,535,407	\$ 1,709,448
Accounts Receivable	\$ 358,002	\$ 398,024
Prepaid expenses	-	\$ 63,250
	<b>\$ 1,893,409</b>	<b>\$ 2,170,722</b>
<b><u>Capital Assets</u></b>	\$ 816,769	\$ 917,148
<b><u>Other Assets</u></b>	\$ 26,495	\$ 160,929
	<b>\$ 2,736,673</b>	<b>\$ 3,248,799</b>

## Liabilities, Contributions and Net Assets

<b><u>Current Liabilities</u></b>		
Accounts payable and accrued liabilities	\$1 ,519,247	\$ 1,703,997
Payable to Ministry of Child and Youth Services	\$ 5,094	\$ 28,665
Payable to City of Greater Sudbury		\$ 33,115
	<b>\$ 1,524,341</b>	<b>\$ 1,765,777</b>
Deferred contributions	\$ 252,946	\$ 376,189
Deferred capital contributions	\$ 1,668	\$ 2,085
<b><u>Net Assets:</u></b>		
Invested in capital assets	\$ 815,101	\$ 915,063
Unrestricted	\$ 142,617	\$ 189,685
	\$ 957,718	\$ 1,104,748
	<b>\$ 2,736,673</b>	<b>\$ 3,248,799</b>

# Closing Remarks

Well here it is, that time of year for me to put to pen the words of the Executive Director for the AGM. My favourite opportunity to take the floor and address my beloved CCR colleagues and friends. This year I have been the master of procrastination and I think I may have had some reasons; in the U.S., my lap top dies, limited access to internet, get stuck in Toronto, and can't get home...but truth be told it is most difficult to write this my 21st and final AGM report.

As I reflect back on my life at CCR there are so many proud moments, so much we have overcome, so much we have accomplished! Always though we have put children and families as our most important and central focus. We have had amazing leadership at all levels of the organization from the Board through to our front line supervisors.

We also have had amazing, dedicated staff who strive for excellence. One of the important things to me is that along with all of what we do, the hard work, the perseverance we have had fun!

Although I thought I had much to say, I am overcome with emotion. It's hard to type when you have to wipe away tears! So let me say simply THANK YOU, thanks for making CCR the best organization ever, thanks for taking such good care of our kids and families and above all thanks for working with me to help me achieve my life dream!

Winnie the Pooh once said;

"If ever there is a time when we are not together, you must always remember you are braver than you believe, stronger than you seem and smarter than you think! But most important thing even though we are apart I will always be with you!" This, my friends is my parting message to you.

Of course I can't finish though without a quote from my dear friend, Dr. Suess. He says: "Don't cry because it is over, smile because it happened. Through my tears is a great big smile!

**Thanks and CHEERS!**