



Child & Community Resources

**Ressources pour l'Enfance
et la Communauté**

Annual Report 2014-2015



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Message from Chair and Executive Director

Closing one chapter and ready to begin another.....

Welcome to Child & Community Resources Annual General Meeting

Over the last year we have focused our work on completing all components of the 2010-2015 Strategic Plan and we are proud to share that we successfully accomplished what we set out to do.

Closing out the Strategic Plan created opportunities for the Board, Executive Leadership, Management, Supervisors and Core Services Team to reflect on the past, consider the present and dream about the future.

Our accomplishments have set the foundation to begin a new chapter. Our work included reviewing and refreshing our current structure, exploring ways to further integrate our values into day to day practice, dedicating time to strengthen relationships and affirming that our processes, procedures and practices are efficient and effective.

All of these things guarantee that our most important goal is achieved...to provide the best care to all children, youth and families we have the privilege to serve.

On behalf of the Board and Executive Leadership Team we would like to express our gratitude to the Management, Supervisor, and Core Staff Teams for your ongoing commitment to the vision and values. Your dedication, professionalism and passion are observable and appreciated. We would also like to acknowledge our partners, funders and most importantly all of the children, youth and families that we meet every day.

Sincerely,



Michelle Zerwer
Board Chair



Sherry Fournier
Executive Director

Report from the Executive Director

As I review the extensive list of activities, internal projects, external projects, participation in districts, regional, provincial initiatives, participation in multiple research and quality assurance projects, and multiple responses to the Ministry's call for proposals/ applications there is no doubt that we have been busy.

All of this work is possible thanks to the passion, creativity and inspiration of each and every individual that is a part of the CCR team. The heart of our existence is to provide the best service possible each and every day to everyone we meet. Each experience informs our actions and encourages us to question what can we do better? Asking these questions gives us the courage to reach for more, ask for more, and expect more from ourselves and everyone involved.

This constant state of curiosity strengthens our commitment to quality service and authentic relationships and provides the power to remain steadfast in our advocacy. This energy creates a system that is strong, supportive and fluid. This system is made up of our most valuable resource; the talented members of the CCR team. This important work takes place every day and assists us in planning for the future, and pushed us to remain current and committed to best practice. It also inspires us to engage in or initiate research whenever possible.

All of the work in 2015 was focused on finishing what we started five years ago. There is no doubt we successfully achieved our goals related to organizational health, communication, funding and partnering.

Just this past year alone there have been numerous professional development opportunities in Plain Language, Cognitive Behavior, Project Management, Family-Centered Care, LEAN, Leadership, Finance and Human Resources. These formal professional development opportunities were further enhanced through our commitment to our dynamic coaching model, effective team meetings, and the realignment of roles, responsibilities, portfolios and organizational structure. These opportunities allowed us to fully achieve the strategic activities related to organizational health.

The CCR team also remained diligent in seeking, creating and maximizing opportunities to improve communication. This priority focused on three specific areas; communication with our families, our partners and each other. All service and organizational modifications implemented over the last year are a direct result of the feedback and knowledge obtained through improved communication practices. This work was powerful and the ability to sustain these positive changes is possible because the recommendations and innovation came from our families, our community and our team.

Multiple funding opportunities were announced throughout 2015 through a call for application process. After careful review the team selected the opportunities that responded to a gap in service and aligned with our strategic priorities. This process, although exciting, was daunting and time consuming. A huge thank you to all of those who went above and beyond to ensure the applications were submitted and the work was exceptional. We would also like to extend our sincere thanks to the families and partners across the North for your letters of support.

The team continued to actively pursue and maintain multiple partnerships to further the agency's vision. Regional partnerships were also enhanced through the work related to the Special Needs Strategy. Multiple CCR staff from all areas of the organization participated in four planning tables located in the Kenora/Rainy River, Thunder Bay, Sudbury/Manitoulin and Algoma Districts. This work is being led by several Ministries in an effort to create a seamless system of service and support for children, youth and families.

On page five of this report you will see the vision, mission and values that have carried us this far. On page fourteen you will see our new vision, purpose, values and priorities. They are different, courageous, and meaningful to us.

As I close, I encourage you to observe our team in action. I am confident you will see our vision, purpose and values in all interactions. I also encourage you to be curious, to ask us questions about our vision, purpose and values, and we look forward to telling you all about it!



Child & Community Resources (CCR) is a charitable organization that provides services and community support 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

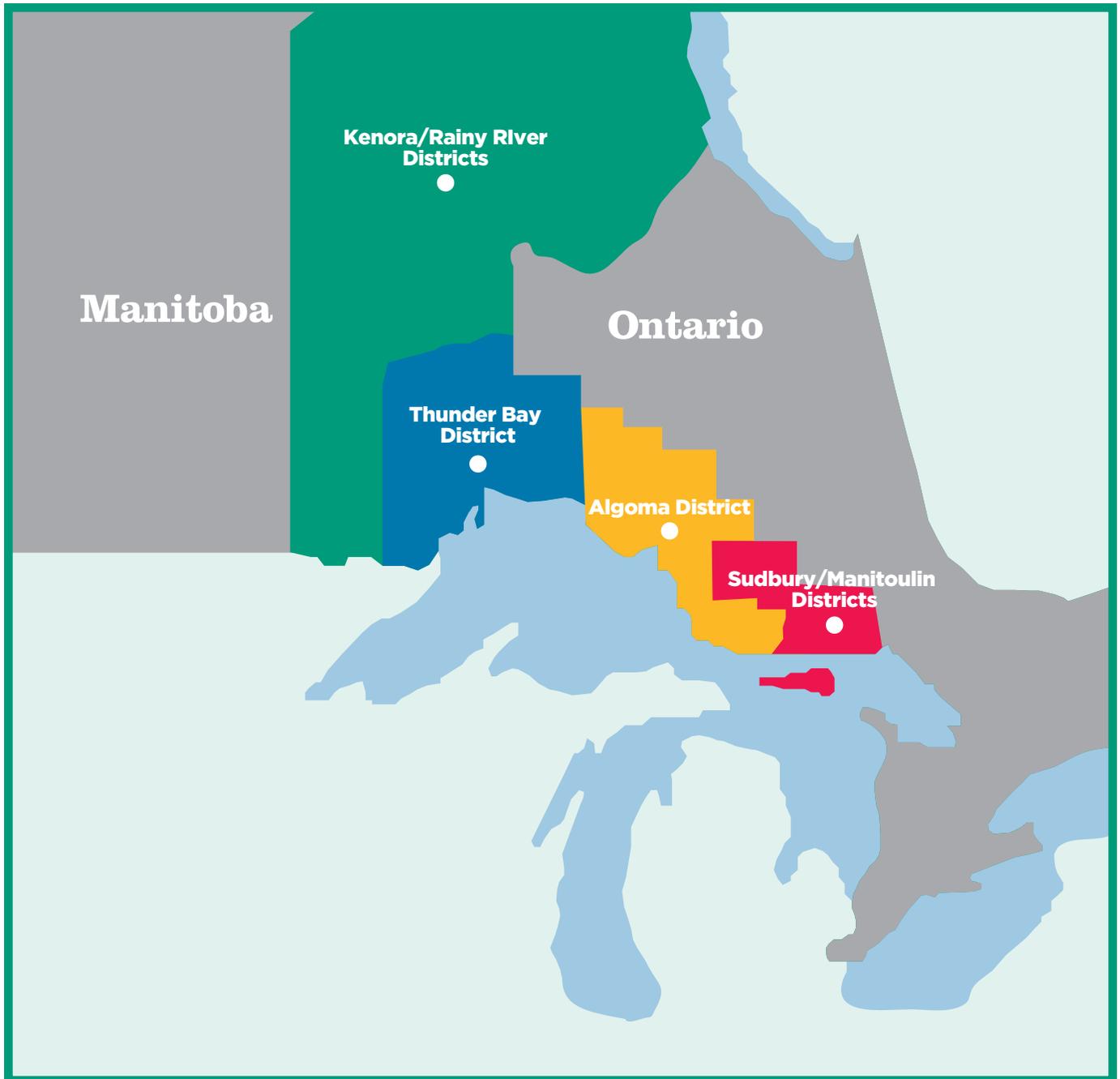
Supporting, educating, and partnering with children, youth, families, and communities across the North.

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 2014-2015



Michelle Zerwer
Chair



Elisa McNeil



Michael Gauthier
Vice-Chair



Melanie Johncox



Lee Rysdale
Secretary



Julie Dénoimé



Kimberley Gagan



Louise Piercey

Thank you Past Board Members

On behalf of the Board and staff team, we would like to thank Melanie Johncox and Maxine King

We would like to take this opportunity to say goodbye to a longstanding Board Member. Melanie Johncox's years of service are a testament to her commitment to the vision. Melanie's experience, expertise and humor will be missed. Melanie we wish you the very best in your future endeavors and thank you for your contribution to CCR.

Maxine King joined the Board for a second term in 2014. Maxine's leadership and expertise was integral to our success. Although Maxine is no longer on the Board, the CCR team has the privilege of working with her at Cambrian College. Maxine, thank you for your commitment to CCR. We wish you the very best.

Celebrating Staff Milestones

10 years

Michelle Bascom
Erin Dunn
Marilyn Kingsley
Tara-Lee Lecours
Natalie Lippert-Murdoch
James Pellerin
Rhonda Tennant
Cristina Timony
Sharlene Trottier

15 years

Lori Allard
Jeanne Dougherty

20 years

Lynne Philion



Algoma Autism Foundation Pub

Submitted by Desiree Scornaienchi

Child and Community Resources is proud to support The Algoma Autism Foundation, an organization that provides materials, inclusive events and encouragement to families in the Algoma area. On February 28, 2015, The Algoma Autism Foundation hosted a benefit pub to raise money and promote Autism acceptance. CCR staff members in Sault Ste. Marie attended the pub and enjoyed a delicious pasta dinner, raffle and live band. Proceeds from the event will be used to fund a lending library of sensory materials, resources to schools, and provide fun opportunities for local families with children with special needs to partake in such as the upcoming Ride for Autism. For more information on the fantastic work that the Algoma Autism Foundation is doing in the Algoma community, visit them on Facebook.

Share a Book Campaign

Submitted by Marilyn Clarini and Jeanne Dougherty

The third annual Share a Book campaign was launched on Family Literacy Day on January 27, 2015. The Early Childhood Education students and staff at Cambrian College worked with Child & Community Resources' Early Literacy Consultants and the Greater Sudbury Public Library to collect and distribute new and gently used children's books to families through local Food Banks.

We had a few helpers from Big Brothers Big Sisters, a community partner that receives some of the books.

The goal of this campaign was to:

- raise awareness of the importance of reading to children
- provide books to children who may not have access to books and to build their home library
- encourage families to make time to read together and boost life-long literacy

We surpassed the donations from the previous campaign by collecting 4000 children's books that were distributed to 20 Greater Sudbury Food Banks! Thank you CCR staff for sharing your children's books to support this wonderful initiative.

CCR's NLP Team

Submitted by Lisa Henderson

In September 2014, Ben Demianiuk from Laurentian University, Joanne Kelly from the City of Greater Sudbury, Christine Catt from Science North and Lisa Henderson from CCR began working on the CCR project of Talent Management through the Northern Leadership Program. Through surveys and individual interviews, the team received very valuable feedback about our culture and strengths as an agency as well as areas we may want to explore in the future. The team will be presenting highlights from our work at a showcase for the Northern Leadership Project on May 1st at Science North. We would like to thank everyone who participated in the interviews and discussions as CCR's culture and values really shined through. Your participation, enthusiasm and commitment to CCR have been integral in informing the project. We look forward to sharing the work with all of you in the coming weeks!

IT Support

Submitted by Lori Pagnutti

A really great opportunity arose in March for two members of our IT department. A former client, who recently graduated with a Computer Engineering Technician Diploma, asked if someone from our IT team could meet with him to answer some questions about their experiences in the work field. Alain Noiseux and Nillo Tuhkasaari responded to this request by meeting face to face with this young man. Both did a wonderful job sharing their work experiences and providing him with advice on how to further develop and maintain his skills. This experience was rewarding to everyone!

Thank you to Nicole, the Leads and Management for facilitating this encounter so that CCR staff who don't typically interact directly with our clients could have this opportunity.

A few weeks later, we were advised that the client has secured employment and he is doing very well!

Cheers to Al and Nillo for their willingness to participate in this experience and doing such a terrific job.

Autism Awareness Activities

Submitted by Crystal Willet

In celebration of Autism Awareness, the Community ABA Consultants circulated simulated activities in various offices at the main site.

Staff, who may not have direct contact with our clientele, had the opportunity to experience an information processing activity whereas they were encouraged to complete a labyrinth or connect the dot by only looking through a mirror. This was to simulate what it might be like if you had difficulty processing and organizing information to complete a task.

Others were exposed to a fine motor activity; they were asked to put on work gloves and attempt to thread nuts and bolts. This demonstration was to support how difficulties with fine motor skills can impact our day to day functioning with simple tasks.

Then there were those who experienced the literal interpretation of language which contained photos of idioms, expressions, and figures of speech. Sometimes the words we use during conversation have more than one meaning; this can be especially difficult for individuals with ASD to comprehend, they will often interpret information literally which could cause confusion or misunderstanding.

These activities were meant to give everyone a better understanding of Autism and the clients we are so fortunate to work with each and every day!

Become Aware in the Soo

Submitted by Desiree Scornaienchi

On April 2nd the Sault Ste. Marie Community ABA Services Team was thrilled to collaborate with Autism Ontario to help bring awareness on World Autism Awareness Day. We had the opportunity to pair with this great organization and provide information, discussion and activities to the community at our local shopping centre. Throughout the day, we had individuals seek understanding, resources or share personal experiences with us. I think we could all agree that we helped to not only bring about awareness to our fellow Saultites but most importantly we brought about acceptance. If there is one thing that will stay with us from that day's experience, it will be the people who provided us with a sincere and simple ``thank-you`` as they walked by.

Lunch and Learn

Submitted by Crystal Willet

The North East Community ABA Consultants hosted a Lunch and Learn on Tuesday March 31st for staff to experience what it may be like if they had a hyper/hypo active sensory system. In this sensory simulation overload activity, the participants were provided with a math worksheet to complete while the facilitators created an environment that was loud, their skin was being irritated, their eyes over stimulated, their taste buds were tested and their sense of balance was comprised.

This over exaggerated simulation was to help participants understand what it would be like if their brain had difficulty processing information through their senses. It was to show participants how all our senses are interrelated in working together in order to learn and complete tasks.

The Lois Mahon Award



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 Phil Ruff and family of Sudbury Memorial Works.

The recipients of this award have demonstrated their commitment to our community by providing summer employment for our youth on two different occasions. They've expressed an interest in learning more about Autism Spectrum Disorder and they share our vision that everyone belongs. As employers, they value giving back to the community; they've been open to creating a partnership and welcomed our organization into their establishment in order to provide successful inclusion for our youth. Phil and his family took the time to recognize and celebrate the uniqueness of each youth and their achievements while providing an inclusive workplace. In addition, Phil has also taken time to mentor our youth by providing them with experiences where he's shared his knowledge and established opportunities to develop some technical experiences in creating monuments. We sincerely appreciate their dedication and advocacy for individuals with an Autism Spectrum Disorder. The youth and their families have also expressed gratitude for this opportunity as it has been an invaluable learning experience which will contribute to their future success.

Congratulations!

Service Statistics

(April 1, 2014 to March 31, 2015)

Applied Behavioral Analysis Program (Regional)

Number of Unique Children/Youth Served: 375

Number of Instances of Service (Children/Youth may be served more than once): 518

Number of Hours of Service Received by Children/Youth: 2,367

Number of Hours of in-person Service Received by Parents/Caregivers: 3,036

Autism Clinical Services (Sudbury/Manitoulin)

Number of Children/Youth who received a diagnostic assessment: 99

Autism Intervention Program (Regional)

Number of Children who received Intensive Behavioral Intervention from Service Provider: 109

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

Best Start Hubs (Sudbury/Manitoulin)

Number of Unique Children Served: 1,664

Total Number of Visits to the Hubs by Children: 13,772

Number of Unique Parents/Caregivers Served: 1,400

Total Number of Visits to the Hubs by Parents/Caregivers: 11,116

Early Literacy Program (Sudbury/Manitoulin)

Number of Parents/Caregivers Served: 4

Number of Professionals Served: 891

Total Number of Training/Workshop Hours Delivered: 512

Early Learning and Child Care Services (Sudbury/Manitoulin)

Number of Children Served: 707

*Data cumulative from January 1 to December 31, 2014 (City of Greater Sudbury Fiscal Year)

Intensive Treatment and Support Program (Sudbury/Manitoulin)

Number of Unique Children/Youth Served: 16

Number of Hours of Direct Service Provided: 207

Residential Program (Sudbury/Manitoulin)

Number of Unique Children/Youth Served at Westmount: 2

Respite Services (Sudbury/Manitoulin)

Centre Based Respite: 8 Children/Youth Served for a Total of 1,413 Hours

ASD Out of Home Respite: 25 Children/Youth Served for a Total of 2,615 Hours

Out of Home Respite (non-ASD): 22 Children/Youth Served for a Total of 2,151 Hours

School Support Program (Regional)

Number of Professionals Served: 303

Number of Consultation Hours Delivered: 411

Number of Training/Workshop Hours Delivered: 168

Complex Special Needs

Number of Unique Children/Youth served: 5

Closing Remarks

As we prepare to start the next chapter we hope that you will join us on this journey.

CCR has always strived to ensure every child belongs. We are excited about how far we have come and the growth which has led us to our new Strategic Plan. We have worked collaboratively to establish a Vision, Values and Purpose, to guide us in our work today and into the future.

Our entire team of people are essential to the success of this five year Strategic Plan. From each one of our dedicated Core Services Team, to our Supervisors, Management and Executive Leadership Team and Board of Directors; together we are dedicated to excellence.

With much gratitude,



Sherry Fournier
Executive Director



Vision

Connecting and engaging people in quality experiences every day

Purpose

To make a meaningful difference to those we support by building relationships, empowering others, promoting wellbeing and supporting lifelong learning.

Our Values Guide Us

- ◆ Trust
 - ◆ Integrity
 - ◆ Learning
 - ◆ Relationship

Our Strategic Priorities

- ◆ Organizational Resilience
 - ◆ Innovation
- ◆ Family Connection
- ◆ Staff Investment

Financial Statements

Statement of Financial Position - As at March 31, 2015

Assets

	2015	2014
Current Assets		
Cash	\$ 1,358,530	\$ 1,506,178
Accounts Receivable	275,449	389,489
	<u>1,633,979</u>	<u>1,895,667</u>
Capital Assets (note 2)	807,114	895,611
Capital Assets (note 3)	24,470	32,801
	<u>\$ 2,465,563</u>	<u>\$ 2,824,079</u>

Liabilities, Contributions and Net Assets

Current Liabilities	\$ 1,361,906	\$ 1,570,400
Accounts Payable and Accrued Liabilities		
Payable to Ministry of Children and Youth	30,000	30,000
Services (note 4)	<u>1,391,906</u>	<u>1,600,400</u>
Deferred Contributions (note 5)	123,926	185,451
Deferred Capital Contributions (note 6)	1,067	1,334
Net Assets:	806,047	894,277
Invested in Capital Assets	<u>142,617</u>	<u>142,617</u>
Unrestricted	<u>948,664</u>	<u>1,036,894</u>
	<u>\$ 2,465,563</u>	<u>\$ 2,824,079</u>

A complete set of audited financial statements are available upon request from Child & Community Resources.

Financial Statements

Statement of Operations for the Twelve Months Ending March 31, 2015

Revenues

	2015	2014
Ministry of Children and Youth Services	\$ 11,402,502	\$ 12,466,971
Ministry of Education	1,404,146	-
City of Greater Sudbury	1,495,029	1,480,004
Fees Earned	6,100	84
Community Projects	237,137	1,288,101
Interest and Other Income	104,798	103,645
Amortization of Deferred Contributions	267	334
	<u>\$ 14,649,979</u>	<u>\$ 15,339,139</u>

Expenses

Wages and Employee Benefits	\$ 10,425,636	\$ 11,136,098
Travel	325,038	335,113
Office	387,968	321,478
Program Expenses	179,219	320,457
Training	235,871	243,341
Professional Fees	24,371	16,905
Purchase of Service-Client Related	1,819,041	1,695,519
Building Occupancy	1,120,958	961,604
Allocated Central Administration (recovery)	(5,344)	(14,168)
Amortization of Capital Assets	225,451	243,616
	<u>\$ 14,738,209</u>	<u>\$ 15,259,963</u>
Excess (Deficiency) of Revenues Over Expenses	<u>\$ (88,230)</u>	<u>\$ 79,176</u>

A complete set of audited financial statements are available upon request from Child & Community Resources.