

2018 - 19 Annual Report

Entering a New Era



2018-19 Annual Report

Board Chair and CEO Report

With this Annual Plan, we mark the **70th Anniversary** of the Centre's existence. This celebratory date also signifies the natural ending of a significant era in the Centre's history and the beginning of a new one.

What has led us to make this statement? Completion of the Centre's long term strategic plan; consideration of a new name for the Centre; introduction of a landscape altering program model (fee for service) by the Ministry; and the retirement of the Centre's long term CEO, Dr. John LaPorta.

But before we get ahead of ourselves as we look to the future, we want to mention a few accomplishments from 2018/2019:

- Served more than 10,000 clients for the first time.
- Provided almost 200,000 service hours across 15,000 total services.
- Met or exceeded provincial benchmarks for 'waiting for assessments' and 'waiting for service initiation.'
- Successfully achieved the highest accreditation award given by the Council on Accreditation of Rehabilitative Facilities (CARF).
- Took major steps toward fulfilling the objectives of the Ontario Autism Program, Versions 1 and 2.
- Effected the transition of School Based Rehab Services from the South West LHIN to our Centre.
- Commenced a Centre Rebranding/Naming venture.
- Successfully recruited two senior leaders for the organization: Director of Finance and Chief Executive Officer.

Looking forward into 2019/2020, we celebrate the arrival of our new CEO, Jill Craven. However, we also foresee the beginning of a significant shift in the government funding of social services resulting in a radically altered model of service – namely fee for service. This, plus the acquisition

“Every new beginning comes from some other beginning's end.”

Seneca

of additional intervention services, will create the need for a revamping of our organizational structure.

It definitely will be a challenging time of change, adjustment and learning. Nothing new for a Centre that has a solid foundation, responsive culture and constant evolving built into its DNA.



David Elliott
Board Chair



Dr. John A. LaPorta
Chief Executive Officer



Dr. John A. LaPorta
Chief Executive Officer

David Elliott
Board Chair

In 2018-19 Thames Valley Children's Centre ...

received more than
5,900 referrals

served more than **10,000**
clients and families

provided service in
10 counties
(Southwestern Ontario)

provided over **198,000 hours**
of client care in more than 700 settings

has **14** office locations
throughout the
Southwestern Ontario

had **38%** of our clients use
2 or more services

was supported by more than
200 Volunteers
who provided over 4,300
hours of support

Region

provided more than
2,000 hours of
clinical education



Leo at his Best!

*When Leo felt different from his peers, when he was lonely and upset, TVCC staff made sure he had the support he needed to love himself and **be at his best.***

Have you ever felt that you didn't fit in? Like you were different and no one, not even your own family, could understand you.

You felt lonely. You felt sad. And you spent many nights wishing for change.

When Leo was 10, these were the very thoughts that weighed on him.

Leo was born with a condition called congenital myopathy, which affects all the muscles in his body, including his heart. His muscles have low tone, reduced strength and fatigue very quickly.

As a result, he struggles to do basic movements, from climbing the stairs to running or jumping.



"I don't know where Leo would be right now without the support TVCC has provided to him."



Leo in the Adapted Fitness Centre

"He looks like a regular kid," says his mom, Kim. "But when he starts moving, you can tell rather quickly that he experiences some physical challenges.

"When he got old enough to realize there was something different about him, he began to feel like he didn't fit in.

"It was a dark period for our family. Leo was so sad about his life. He started to hate everything about it."

Kim took him to counseling. It didn't help.

"They're regular people," Leo would say exasperated. "They're not experiencing what I am."

Determined to help Leo, Kim turned to Thames Valley Children's Centre. Our staff quickly matched Leo with a university student who had grown up with similar physical challenges. He mentored him, lifting Leo up and helping him feel good about himself.

Our support didn't stop there. Staff also connected Leo to activities and programs where he could shine. He particularly loves our Adapted Fitness Centre, where he learns exercises that are right for his condition.

The Adapted Fitness Centre is staffed with a multi-disciplinary team of experts, including a physiotherapist and recreation therapist. The team

completes individualized fitness assessments with each client and works with their family to craft personalized fitness programs that encourage regular and safe exercise. Open three nights a week, the centre serves clients aged eight to 18 years old.

"Leo has seen great gains and his confidence has really improved since we've started with the Adapted Fitness Centre," says Kim. "I don't know where Leo would be right now without the support TVCC has provided to him."

"Leo has seen great gains and his confidence has really improved since we've started with the Adapted Fitness Centre"



Leo showing us how it's done!

Summary Financial Statements

Thames Valley Children's Centre Financial Highlights Year Ended March 31, 2019 (with comparative amounts for 2018) (all in 000's)

Summary Statement of Operations

	2019	2018
Revenue		
Ministry of Children, Community and Social Services		
Rehab	\$8,260	\$8,261
Autism	19,965	18,000
Grey Bruce Preschool Speech & Language	700	685
School Based Rehabilitation Services	1,728	-
Ministry of Health (Priority Programs)	690	651
Fundraising and Donations	974	998
Fees for Service	3,142	3,190
Investment Income	504	78
Other	1,088	985
Total Revenue	\$37,051	\$32,848
<hr/>		
Clinical & Technical Specialty Services	\$5,361	\$5,685
Early Childhood & School Age Adolescent Services	7,164	7,086
Grey Bruce Preschool Speech & Language	749	743
Autism Services	20,025	18,007
School Based Rehabilitation Services	1,738	-
Research	268	257
Community Resources	622	526
Expenditures for Special Purposes	6	2
Amortization of Capital Assets	909	880
Total Program Expenditures	\$36,842	\$33,186
Excess (Deficiency) of Revenues over Expenses	\$209	(\$338)

Vision

Our clients at their best!

Summary Statement of Cash Flows

	2019	2018
Cash provided by operating activities	\$702	\$1,235
Cash provided by financing activities	365	158
Cash used in investing activities	(693)	(185)
Cash and short-term deposits, beginning of year	2,324	1,116
Cash and short-term deposits, end of year	2,698	\$2,324

Summary Statement of Financial Position

	2019	2018
Assets		
Current Assets	\$3,316	\$3,118
Capital Assets	10,093	10,443
Investments	8,464	8,204
	\$21,873	\$21,765
Current Liabilities	\$5,334	\$5,037
Deferred Contributions	10,121	10,519
Net Assets		
Internally Restricted	5,471	5,471
Unrestricted	947	738
	\$6,418	\$6,209
	\$21,873	\$21,765



Zoe can!

Mission

We will provide rehabilitation services which support participation in all areas of life for children, youth and young adults with physical, communication or developmental needs living primarily in Southwestern Ontario by:

- focusing on the strengths of individuals and their families at home, school, workplace, and community
- pursuing research, education and advocacy
- participating in a local and regional system of services

Notes to Summary Financial Statements

The summary financial statements are derived from and are in agreement with the audited financial statements. The summary statements consist of major subtotals and totals from the audited financial statements and exclude certain presentation detail and disclosures required by Canadian accounting standards for not-for-profit organizations. The complete audited financial statements can be obtained on the TVCC website

Administrative costs are allocated to the programs based on program costs as a percentage of overall operating costs of the Centre, staffing and occupied space. Donations and grants received for specific capital purchases are recorded as deferred contributions, and brought into revenue to offset the related amortization.

The Centre holds its investments in the following pooled funds:

	2019	2018
Money Market	\$1,034	\$1,025
Bond Funds	3,112	3,125
Equity Funds	4,318	4,054
	<u>\$8,464</u>	<u>\$8,204</u>

Investment income consists of the following:

	2019	2018
Dividends & Interest	\$339	\$230
Equity Funds	165	(152)
	<u>\$504</u>	<u>\$78</u>

These investments are subject to market value fluctuations and the Centre records these investments at fair market value. Accordingly, the year-end market values and investment income for the year include unrealized gain of \$127 (2018 - loss of \$204).

Report of the Independent Auditor on the Summary Financial Statements

To the Board of Directors of
Thames Valley Children's Centre

Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2019, the summary statement of operations and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of **Thames Valley Children's Centre** [the "Organization"] for the year ended March 31, 2019.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements, in accordance with the criteria disclosed in the notes to the summary financial statements.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the Organization's audited financial statements and the auditor's report thereon. The summary financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audit financial statements.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated May 27, 2019.

Management’s responsibility for the summary financial statements

Management is responsible for the preparation of the summary financial statements in accordance with the criteria disclosed in the notes to the summary financial statements.

Auditor’s responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.

June 6, 2019

Ernst + Young LLP

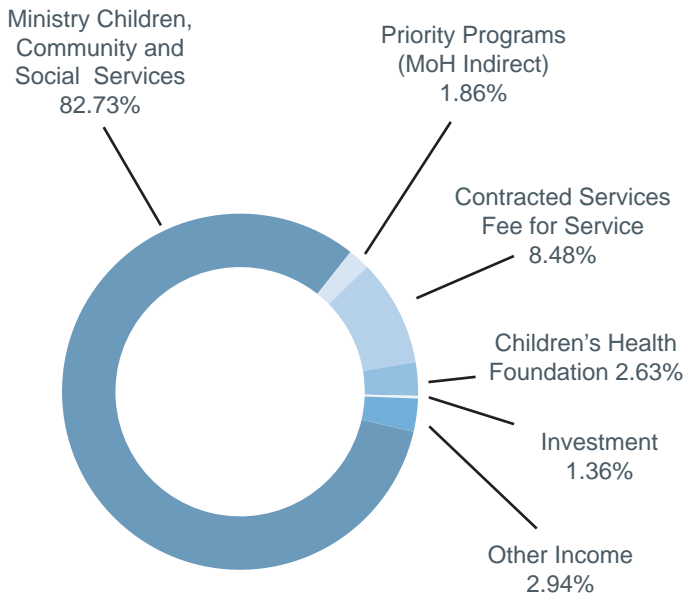
Chartered Professional Accountants
Licensed Public Accountants



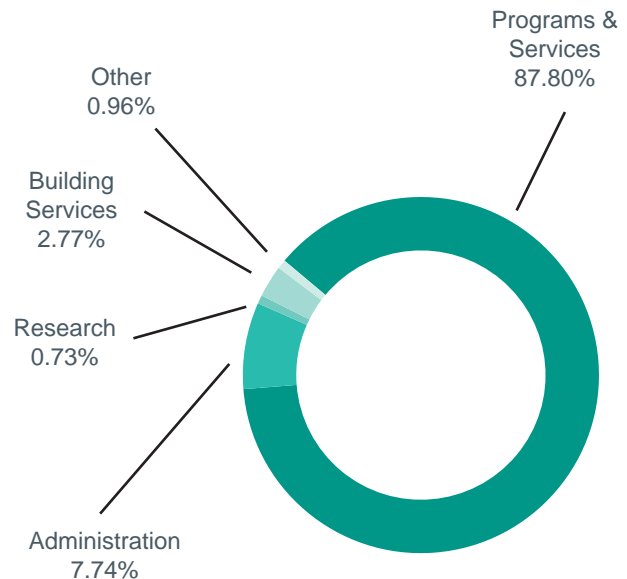
Participating is all about getting a bit dirty

Funding Sources and Expenditures

Funding Sources 2018-19



Expenditures 2018-19



Annual Donors (April 1, 2018 - March 31, 2019)

Thank you to our generous supporters!

Gifts of \$100,000 or More

Children's Health Foundation

Gifts of \$50,000—\$99,999

London Life Forest City Road Races
Jim D. Cressman

Gifts of \$25,000—\$49,999

IVARI
Start.ca Sports Celebrity Dinner and Auction

Gifts of \$10,000—\$24,999

GoodLife Kids Foundation
The Great West Life Assurance Company
Rotary Club of London North
Victoria Siu

Gifts of \$5,000—\$9,999

Nicolaas and Regina Veenboer Foundation
Raymond James Mentoring for Charity
Golf Tournament
Twenty Under Forty Foundation

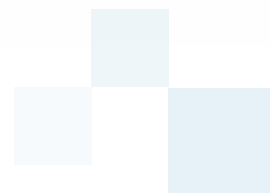
Gifts of \$1,000—\$4,999

Shaun Arnold
Chorley + Bisset Employees Charitable
Contribution Plan
Ground Effects Ltd
Kiwanis Club of Ingersoll - Chip-in-Fore-Kids
Kiwanis Club of Middlesex
London Community Foundation
London Hydro Employee Charity Chest Organization
John And Suzi LaPorta
David McIntosh
Medicentres
Marcus & Associates LLP Hoare-Dalton
Poplar Hill & District Lions Club
RM Berry Memorial Fund
Rotary Club of London
Rotary Club of London Foundation
TVCC Auxiliary
Hao Yan

Gifts of \$500—\$999

Amber Foundation
Belmont Lioness Club
Sheila Case
Fidelity Investments Canada Ltd.
Great Lakes Copper Inc. ECCO
Hydro One Inc.
London City Chrysler
London City Hall - Revenue Division
The Paul & Kathy Walker Family Charitable Foundation
RBC Mutual Funds
Amanda Reynae
Veronica Vanderborght
Walking Mobility Clinics
Western University School of Physical Therapy
Judy Wintjes

**Thank you to all our other generous donors,
supporters and to those who wish to remain
anonymous!**



Signature Events and Sponsors (April 1, 2018 - March 31, 2019)

2019 Start.ca Sports Celebrity Dinner & Auction

Start.ca
Freedom 55 Financial
Southside Construction (London) Limited
Finch Autogroup

980CFPL
Bell Media
Blackburn Radio
Cliniko
CTV London
Delta Hotels
Digital Echidna
Fm96
Free 98.1 FM
Fresh Radio 103.1
Nothers Signs & Recognition
Pete's Sports
Rogers TV
The London Free Press
The P.A. Shop
The Rotary Club of London
Upstaging Limited
Voyageur Transportation



Sophia telling Jessica about the song she likes.

2019 London Life Forest City Road Races

London Life
M&T Printing
McDonald's Restaurants of Canada
McFarlan Rowlands Insurance Brokers

A&B Party & Tent Rentals
AKW
AM980
Andrews Sports
Annisimoff Mann
Arva Appliance Centre
Country 104
Farm Boy
FM96
Forest City Massage Therapy Clinic
Forest City Sport and Social Club
Fowler Kennedy Sport Medicine Clinic
Fresh Radio 103.1
GoodLife Fitness
Huron Tractor
iVision
London Music Awards
McCormick Canada
RCC Waterproofing
Rogers TV
Shift
Skor
South Western Digital
The D'Arcy Lane Institute
The London Free Press
The Londoner
The Park Hotel
Tourism London
Via Rail Canada
Western Fair District

"We cannot seek achievement for ourselves and forget about progress and prosperity for our community... Our ambitions must be broad enough to include the aspirations and needs of others, for their sakes and for our own."

Cesar Chavez

Board of Directors (2018-19)

Mr. **David Elliott**, *Board Chair*

Ms. **Susan Greig**, *Vice Chair*

Ms. **Christine Wellenreiter**, *Past Chair*

Mr. **Shaun Arnold**, Member, Human Resources Committee

Ms. **Dale Buchanan**, TVCC Auxiliary Representative and Member, Communication, Education & Technology Committee

Mr. **Jaap Burck**, *Board Treasurer* and Co-Chair, Finance & Facilities Committee

Mr. **Chris Cunneen**, Client Representative and Corresponding Member, Operational Priority Committee

Ms. **Linda Eligh**, Chair, Human Resources Committee

Ms. **Kelly Finlayson**, LHSC Representative and Corresponding Member, Operational Priority Committee

Ms. **Michelle Gunnell**, Chair, Communication, Education & Technology Committee

Dr. **John LaPorta**, C.E.O., Ex Officio Board Member (non-voting) and *Board Secretary*

Mr. **Jack Scott**, Rotary Representative and Member, Operational Priority Committee

Ms. **Leba Silvert**, Co-Chair, Operational Priority Committee

Mr. **Van Simpson**, Co-Chair, Finance & Facilities Committee

Ms. **Jennifer Timmermans**, Family Representative and Member, Client Advisory Committee

* Officers of the Board position shown in **bold**



Quintin has something to say!

Want to Support TVCC?

Here are some ways you can help:

- Make a personal gift or become a monthly donor
- Make a gift to honour a special person or celebrate an important event
- Volunteer at our special events or at the Centre
- Plan a bequest or other legacy gift
- Join one of our special event committees (Forest City Road Races, Sports Celebrity Dinner and Auction)
- Organize a special event and direct the proceeds to TVCC
- Make a donation in memory of a loved one

Contact our **fundraising partner, Children's Health Foundation** at 519.432.8564 or toll free at 1.888.834.2496 or visit www.childhealth.ca

Please contact TVCC Communications with questions regarding this report. An alternative version of this report (e.g., enlarged print or translated) can be made available upon request. An electronic version of this report can be accessed at tvcc.on.ca/accountability

TVCC Communications
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**Thames Valley
Children's Centre**

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