



Annual Report 2019-20

Enabling a promising future!



Sam is strengthening his own future

2019-20 Annual Report

Board Chair and CEO Report

What an interesting year 2019/2020 has been. This year was meant to be a transition year, one of changes and eventually landing in a place where TVCC could build upon those changes and begin a new chapter. As we write this update, we are in the midst of a worldwide pandemic that hasn't been experienced in 100 years requiring more change and adaptation that wasn't expected.

On a positive note we have had many successes in this year that we would like to share.

- Served more than 11,000 clients, another growth year for TVCC
- Transition of 3 programs from the Middlesex London Health Unit (Blind Low Vision, TykeTalk and Infant Hearing Program) to TVCC September 1 2019.
- 1380 hours of education given
- 82% of clients received an assessment within 90 days of referral
- 86% of clients received services within 60 days of assessment
- Finalized TVCC's branding and naming venture (reflected in this report)
- Successfully implemented a fee for service program and continue to adapt the Autism Program to meet changing needs of the new Ontario Autism Program.
- Adapted and responded to an unprecedented world-wide pandemic mobilizing virtual services quickly and efficiently to meet client and family's needs.

Looking forward to 2020/21, there will be a new Board Chair, Susan Grieg that will continue the exemplary leadership provided by our outgoing chair David Elliott. This year will continue to be a transitional one as the world adapts to living with a virus for which there is no vaccine available yet. This has

brought a new way of thinking of how to deliver care and has had positive side effects such as virtual care when appropriate, the use of tools we had not explored fully before and innovative and creative thinking from all staff and board members.

We will continue to march forward with an emphasis on agility, learning and above all client and family centred care.



David Elliott
Board Chair



Jill Craven,
Chief Executive Officer

Board of Directors (2019-20)

Mr. David Elliott, Board Chair

Ms. Susan Greig, Vice Chair, Co-Chair, Operational Priority Committee

Mr. Shaun Arnold, Member, Human Resources Committee

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

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

Ms. Jill Craven, C.E.O., Ex Officio Board Member (non-voting) and **Board Secretary**

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

Mr. Scott Fortnum, Children's Health Foundation

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

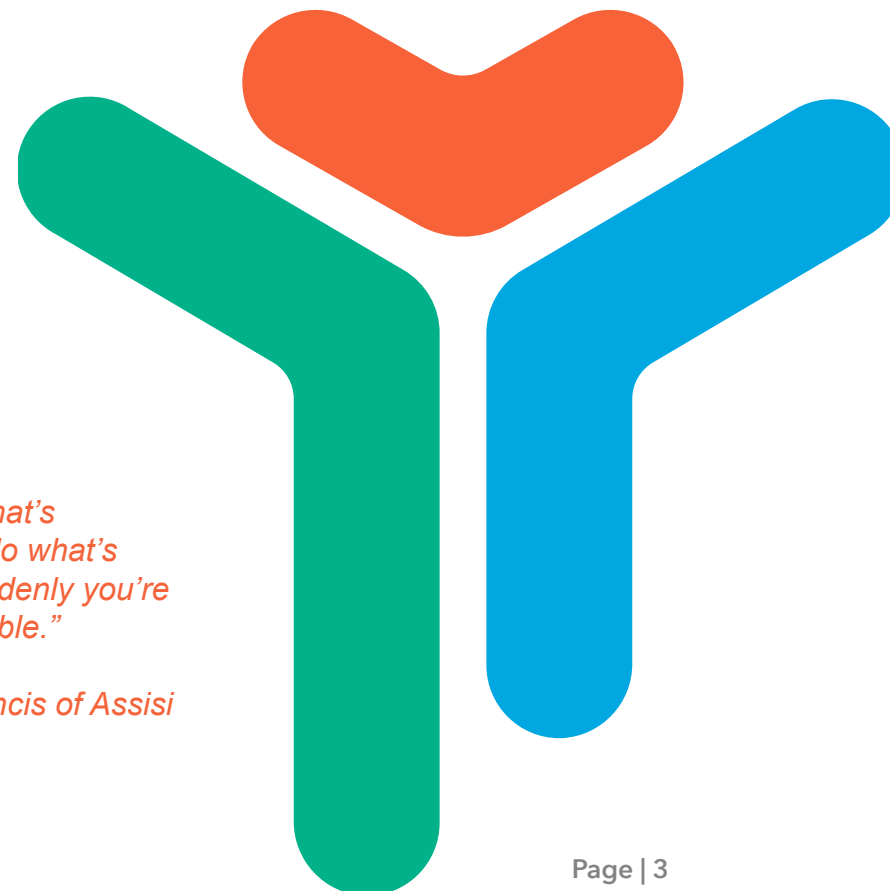
Mr. Kirk Patterson, Rotary Representative and Member, Operational Priority Committee

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



"Start by doing what's necessary; then do what's possible; and suddenly you're doing the impossible."

Francis of Assisi

Vision

Our clients at their best!

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

Living Life to the Fullest

Samuel

To an outsider, the odds might have seemed stacked against Samuel. But, thanks to the support of his family and TVCC, today he is thriving.

This support has allowed Samuel to build his strength and confidence to reach his full potential.

Samuel was born with spina bifida. This is caused by an opening in the spinal column. The spine and the membranes around the spinal cord don't close completely during early pregnancy. He also entered the world with hydrocephalus (the accumulation of cerebrospinal fluid in the brain) and chiari malformation (a condition where brain tissue extends into your spinal canal).

After a series of surgeries early in his life, Samuel was able to get involved with a variety of programs through TVCC. At a young age, his mom, Heather, brought him into TVCC's Adapted Fitness Centre to learn exercises they could replicate at home. This helped with Samuel's development and he still benefits from those services today. He continues to work on his fitness goals, training at the Adapted Fitness Centre one to two times a week. This helps him stay strong as he plays wheelchair basketball, skis, bikes and swims. He was even able to zip line with his family at Boler Mountain!

In addition to strengthening his physical health, TVCC has helped Samuel foster connections and friendships. He's an active member of Youth for Youth, an interactive group that brings together TVCC youth for fun activities like Art in The Park and going out for dinner. Samuel has also joined Ability Connections, a program that gives him the opportunity to share his story. He prepares speeches and shares his experiences with spina bifida throughout the community.



With the confidence he's gained through TVCC programs, Samuel is now a member of his high school's student council. He is proud of his near-perfect grades in both math and gym. When he dreams about his future, Samuel hopes to do something creative - like being a movie producer. With support of his family, and Ministry and Community funded programs and services at TVCC, Samuel has been able to benefit life-shaping and life-changing opportunities as he works to reach his fullest potential.

"I've done some pretty cool adventurous activities. People are sometimes surprised at what I can do. Sometimes they assume I can't do certain things because I use a walker or wheelchair. One of the coolest things I've done is zip lining at Boler Mountain."

Summary Financial Statements

Thames Valley Children's Centre Financial Highlights Year Ended March 31, 2020 (with comparative amounts for 2019) (all in 000's)

Summary Statement of Operations

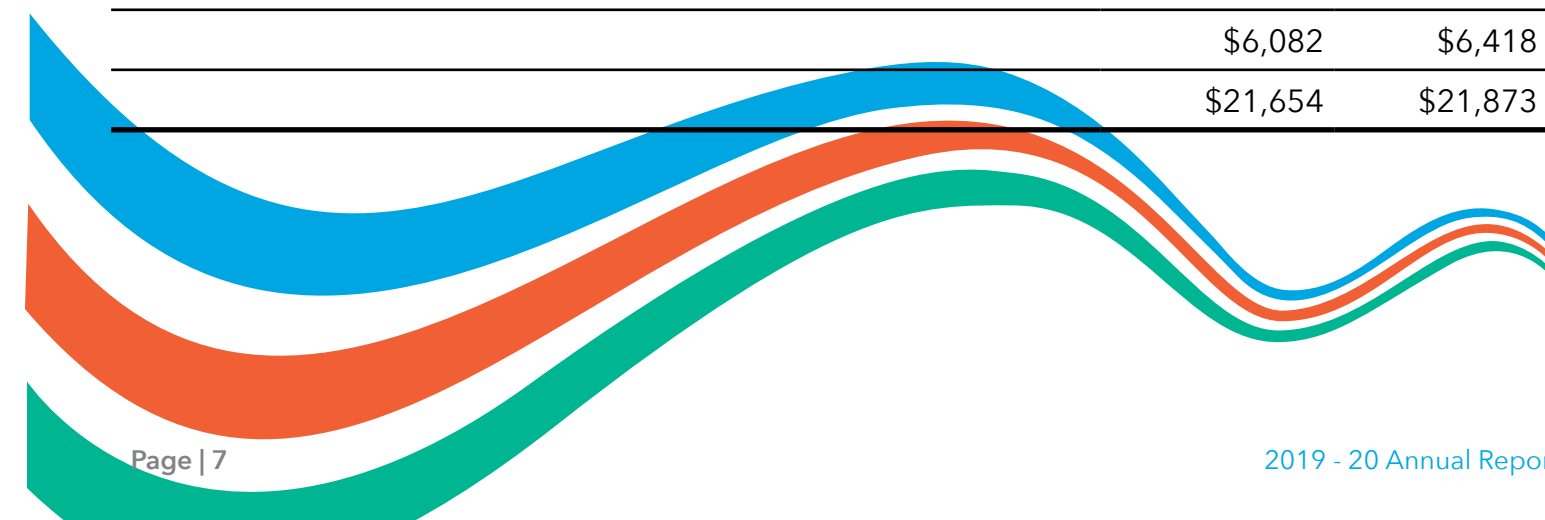
	2020	2019
Revenue		
Ministry of Children, Community and Social Services		
Rehab	\$8,255	\$8,260
Autism	15,164	19,965
Grey Bruce Preschool Speech & Language	680	700
School Based Rehabilitation Services	4,410	1,728
Early Intervention Programs	1,975	-
Ministry of Health (Priority Programs)	698	690
Fundraising and Donations	993	974
Fees for Service	2,475	3,142
Investment Income (Loss)	(126)	504
Other	1,294	1,088
Total Revenue	\$35,818	\$37,051
Clinical & Technical Specialty Services	\$4,895	\$5,361
Early Childhood & School Age Adolescence Services	7,150	7,164
Grey Bruce Preschool Speech & Language	720	749
Autism and Behavioural Services	15,187	20,025
School Based Rehabilitation Services	4,414	1,738
Early Intervention Programs	1,994	-
Research	291	268
Community Resources	571	622
Expenditures for Special Purposes	5	6
Amortization of Capital Assets	926	909
Total Program Expenditures	\$36,153	\$36,842
Excess (Deficiency) of Revenues over Expenses	\$(335)	\$209

Summary Statement of Cash Flows

	2020	2019
Cash provided by operating activities	\$1,301	\$702
Cash provided by financing activities	168	365
Cash used in investing activities	(1,012)	(693)
Cash and short-term deposits, beginning of year	2,698	2,324
Cash and short-term deposits, end of year	\$3,155	\$2,698

Summary Statement of Financial Position

	2020	2019
Assets		
Current Assets	\$3,922	\$3,316
Capital Assets	9,513	10,093
Investments	8,219	8,464
	\$21,654	\$21,873
Current Liabilities	6,098	5,334
Deferred Contributions	9,474	10,121
Net Assets		
Internally Restricted	5,471	5,471
Unrestricted	611	947
	\$6,082	\$6,418
	\$21,654	\$21,873



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:

	2020	2019
Money Market	\$1,130	\$1,034
Bond Funds	3,235	3,112
Equity Funds	3,854	4,318
	\$8,219	\$8,464

Investment income consists of the following:

	2020	2019
Dividends & Interest	\$328	\$339
Equity Funds	(454)	165
	\$(126)	\$504

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 loss of \$910 (2019 - gain of \$127).

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, 2020, 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** for the year ended March 31, 2020.

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 Centre'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, 2020.

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*.

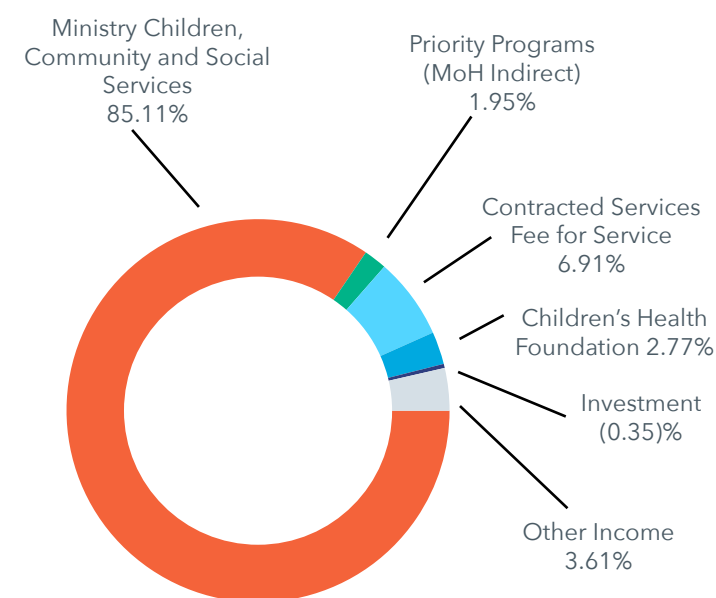
June 5, 2020

Ernst & Young LLP

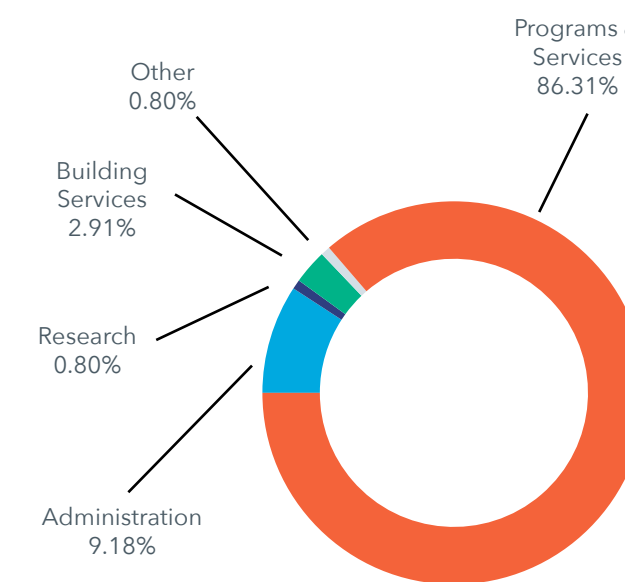
Chartered Professional Accountants
Licensed Public Accountants

Funding Sources and Expenditures

Funding Sources 2019-20



Expenditures 2019-20



In 2019-20 TVCC ...

received more than
5,072 referrals

provided service
in **10 counties**
(Southwestern
Ontario)

served more than
11,000 clients and
families

had **44%** of our
clients use **2 or more**
services

provided over **177,000**
hours of client care in
more than 700 settings

provided more
than **1,300**
hours of clinical
education

was supported by more than
200 Volunteers who
provided **over 3,300** hours
of support



New Name, New Look

Same Dedication

What Prompted this Change?

Thames Valley Children's Centre (TVCC) now serves more than 11,000 children and families across Southwestern Ontario every year. Over the past couple of decades, we have increased both the range and number of locations in which we provide services... from Windsor all the way to the tip of the Bruce Peninsula - Tobermory.

The name Thames Valley Children's Centre (TVCC) was established in the 1970's and at that time reflected the geography of service. As the area of service expanded beyond that region, the name no longer accurately reflected the communities served. Although our name was known throughout the region (and beyond) to those who used our services, it was often seen as exclusionary - the last thing we wanted! The name is also all too often confused with one of the larger school boards in our area.

In addition, we knew we needed a name and brand identity that reflects well the quality of our services and approaches. One that elicits the sense of "can do" that we and the families we work with focus on so much. We wanted to ensure we preserved our reputation as a trusted, effective provider of children's rehabilitation and autism and behavioural services throughout Southwestern Ontario. A brand that conveys caring compassionate

staff that take a strength-based approach that enhances ability, focuses on families, self-determination and participation in life.

Under the leadership of Dr. John LaPorta, CEO at the time, a proposal to evaluate the need to change our name and brand was taken to the TVCC Board of Directors in the fall of 2017. With the Board's endorsement, a Request for Proposals was issued to find a qualified branding firm. The Name and Brand project was awarded to Pigeon Brands in January 2018. The Communication, Education and Technology (CET) Committee of the Board was charged with steering the project.

Pigeon conducted an extensive name and brand evaluation and review. This involved interviews and surveys with clients, caregivers, staff, community partners throughout our service region and other stakeholders. The result of this assessment supported the direction of changing the name and preserving and enhancing the many brand strengths identified through the evaluation.

We moved on to phase two of the process in the fall of 2018 - Creating a new name for our organization. Although at that time, we were all expecting to move forward with a bold new name, our best laid plans were soon challenged.

Proposed changes in the provincial funding for Autism and Behavioural Services

transitioning to a new Fee for Service model caused many of us to question whether it was the right time to dramatically change our name. In consultation with Pigeon Brands and with the endorsement of the CET Committee and the Board of Directors, we decided to preserve a clear link to our current name, identity and logo elements.

In this annual report, we are excited to reveal our new name and identity. The name we will operate under going forward is simply **TVCC**. Although on the surface, TVCC as a name may seem anticlimactic, it certainly addresses the primary objectives of the name and brand initiative. In fact, many of our clients, staff, community partners and others have referred to us this way for years. Transitioning to operate as TVCC of course meets the required name recognition element which is so vital given ongoing changes to provincial funding models. You will also see familiarity in the new logo (it reflects some key elements of the previous logo and brand identity), though it is much more vibrant, dynamic and contemporary.

Why was it Important?

The name and brand are an important part of the overall success of any organization. They are valuable in communicating and reflecting our purpose and approach. As well, they help create and reinforce the impressions of what we are about for clients, families, staff, partners, funding sources and the community as a whole. This initiative has provided the opportunity to build on our current brand strengths and the trust we've built amongst all stakeholders. The revised name and new visual identity will help us to further not only our recognition as a first-rate children's treatment centre, but will help drive our focus on enabling the best possible future that our clients and their family's desire.

Key elements of the Brand

Inspired by all the positive elements of the previous brand, the new logo and brand material reflects a tone and manner that is: approachable, hopeful, proactive and credible. This is conveyed through the icon in the logo, imagery and colours used. The new brand icon conveys positivity and youthful exuberance, reflected in the out-stretched arms and joy in its step. Caring and compassion are revealed in the heart shape of the orange element. In addition to reflecting to some degree the former TVCC colours, the four colours of the new brand were carefully chosen by the designers to support the intended impression.

- strength, responsibility and professionalism.
- trust, openness and positivity.
- warmth, friendliness and compassion
- growth and harmony

How was this Paid for?

As important as the name and brand are to the success of our organization, feedback from community partners, clients and families and our Board made it clear that no money should be diverted from client care to change the name and brand. The Board realizing the impact and importance of the name and brand funded the project entirely through private trust fund dollars. No money that would otherwise be available for client service was allocated to this initiative.

Acknowledgments

We wish to acknowledge **Dr. John A. LaPorta** for his leadership, vision and recognition of the need to refresh our name and brand in addition to his significant input during a significant part of this initiative.

The Communication Education and Technology Committee for their input, dedication, commitment and guidance throughout the name and brand project.

CET Committee of the Board

Michelle Gunnell, Committee Chair
Susan Smedley
Rosanna D'Amico
Dale Buchanan, TVCC Auxiliary and TVCC Board Member
Jennifer Lockhart
Sara Steers
Alex Tymb
Brent Duncan, Director CET
Michelle Allen, Manager CET
Jill Craven, Chief Executive Officer
John A. LaPorta, (Ret) Chief Executive Officer

Former contributing Committee Members:
Sean Odell
Scott Fortnum

Throughout this initiative, the support, input and commitment of the **TVCC Board of Directors** was invaluable. We thank them.

Finally, this project could not have been so successful without the valuable expertise, advice and partnership of our Pigeon Brands Inc. team.





Give Your Support



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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 TVCCFamily

 TVCCFamily

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