

ANNUAL RESEARCH REPORT



2025-
2026

tvcc 

ABOUT TVCC'S RESEARCH PROGRAM

Research and evaluation activities are important for providing quality services. Research answers our questions and helps us be accountable to clients, families, the community, and funders.

RESEARCH PRIORITIES

- Engage in meaningful research
- Foster participation and a culture of learning
- Share findings and inform best practices

AREAS OF FOCUS

- Service Delivery and Evaluation
- Belonging, Participation, and Quality of Life
- Innovation and Technology
- Clinical Expertise

96%

of clients report
that our focus
areas are
valuable

CURRENT RESEARCH

There were 18 active projects and studies underway between April 1, 2025 and March 31, 2026. TVCC clients, staff, and families also participate in external projects including pharmacological studies administered through partner organizations.

1

Service Delivery and Evaluation

Research designed to enhance the ways TVCC provides services to clients and families.

- Global Partnerships for Virtual Healthcare: Needs Assessment
- Family Readiness Assessment Tool for Virtual Services Care
- Learning from Youth About their Pain Experiences
- Evaluation of TVCC's Welcome Call Services
- Personalizing Pathways to Wellness in Rehabilitation
- Measure Development: Pediatric Rehabilitation Measure of Engagement (PRIME G - General and PRIME C - Children)

2

Belonging, Participation, and Quality of Life

Research that supports TVCC's long-range goals of community participation and quality of life.

- Developing a Youth Resiliency Measure
- Evaluating a Youth Resiliency Measure
- Families' Perspectives on Creating More Inclusive Activities
- Youth with Disabilities Perspectives: What Helps Friendship?
- Aligning School-Based Occupational Therapy Services with the 'F'avourite- Words of Childhood Development

CURRENT RESEARCH

3

Innovation and Technology

Research that explores technological advances and new developments in paediatric rehabilitation.

- Youth Voice on the Design of a Hearing Aid Mobile App
- Testing of a New Mobile App for Adolescent Hearing Aid Users



4

Clinical Expertise

Research that examines clinical skill development and contributes to best practices

- Effectiveness of an Educational Intervention to Enhance Clinicians' Listening Skills
- Developing a Solution-Focused Coaching Clinician Reflection Tool
- CLEAR Communication: Learning to Listen - Clinician Reflection Study
- Impact of the Effective Listening and Interactive Communication Scales (ELICS) Assessments on Learning to Listen



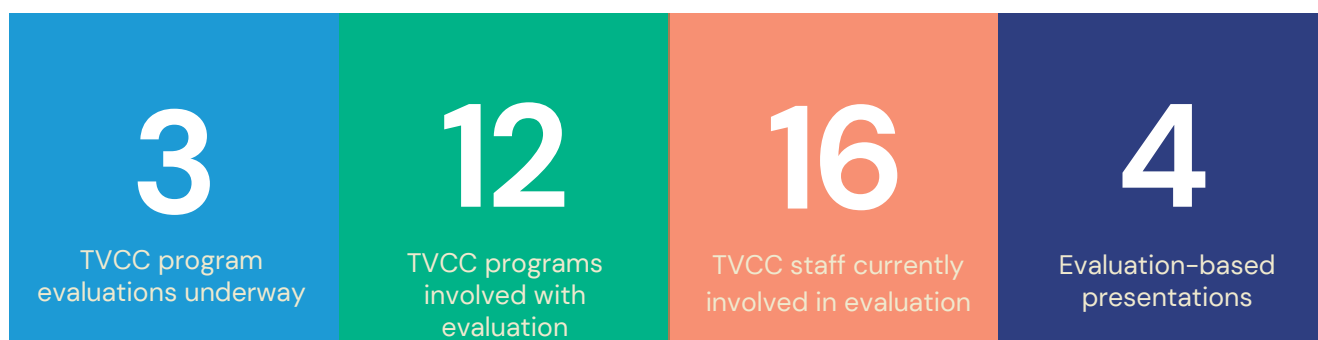
PROGRAM EVALUATION

The Wellness Project

The Wellness Project is a program unique to TVCC designed to enhance everyday wellness for youth with disabilities and their families. Our evaluation focuses on creating knowledge that TVCC and other centres can use to further embed wellness experiences in children's rehabilitation settings. Early analysis of findings includes details of how youth were supported to develop greater confidence and engagement in daily life transitions, make and strengthen connections with other participants, and become more integrated in community spaces outside of TVCC. Expanding the view of wellness from an individual youth/family level to a broader community-wide level, this work offers an updated program logic model detailing actionable steps stakeholders can take to expand a culture of wellness within their organizations. Findings will be shared with clinical teams, presented at the 2026 Child Health Symposium, and written into a journal article for publication.

Welcome Call Services

The Welcome Call Service is part of TVCC's SmartStart Hub where parents/caregivers new to paediatric rehabilitation get assistance with navigating the healthcare system. Our evaluation focuses on the impact of welcome calls being delivered by clinicians, a unique feature offered at TVCC, as well as what participants found helpful, what they thought could be improved, and their overall experience. An online mixed-methods survey was developed. A total of 130 Welcome Call participants were contacted, 111 agreed to receive the survey, and 44 completed the survey, resulting in a 40% response rate. Survey data revealed consistently high satisfaction and feelings of support with the service. Participants also shared how the clinical expertise of staff during calls enhanced trust, reduced uncertainty, and contributed to more actionable next steps. Findings were shared with clinical teams and presented at the 2026 Child Health Symposium.



PRESENTATIONS AND PUBLICATIONS



Presentations at Conferences and Professional Meetings

1. Moodie, S., Shepherd, T., Bolack, L., Servais, M., Willoughby, C., & King, G. (2026, March). Listening that makes a difference: Practical skills and strategies for meaningful conversations. Presented at Contact Brant's OAP Urgent Response Services (URS) Team Conference, Hamilton, ON (March 24, invited presentation).
2. Servais, M., Moodie, S., Shepherd, T., Bolack, L., Willoughby, C., & King, G. (2026, January). Listening that makes a difference: Practical skills and strategies for meaningful conversations. Presented to Clinical Information Services and Professional Practice Leader teams at TVCC, London, ON (January 16, invited presentation).
3. Servais, M., Moodie, S., Willoughby, C., Bolack, L., Shepherd, T., & King, G. (2025, October). CLEAR communication: Exploring clinical listening in complex situations. Presented to OT, PT, SLP, and Audiology student clinicians, Faculty of Health Sciences, Western University, London, ON (October 20, invited presentation).
4. Glista, D., O'Hagan, R., DiFabio, D., Pfingstgraef, K., Bataineh, J., Meston, C., & Servais, M. (2025, October). Capturing teen voices: Think-aloud insights on a hearing aid self-management app. 2025 Canadian Academy of Audiology Conference, Blue Mountain, ON (October 15-18; peer-reviewed, selected for a podium presentation).
5. Smart, E. (2025, May). Let's talk about expectations for therapy: Feedback from parents and service providers looking back on their family journeys and professional careers. 2025 Child Health Symposium, London, ON (May 20, peer-reviewed).
6. Servais, M. (2025, April). Empowering conversations: Effective clinical listening strategies to connect with clients and families. 2025 Empowered Kids Ontario Spring Symposium Research Conference, Toronto, ON (April 15, peer-reviewed).

Peer Reviewed Publications In-Progress

- Working Title: A narrative literature review of youth with disabilities making friends: Shifting the focus from individual behaviours to social contexts. Team: Smart, E., Oh, A., Lamptey, D., Keating, K., Thorne, M., & King, G. (2026, preparing manuscript for publication)

Key Message: Supporting friendships for youth with disabilities works best when we build on lessons shared by youth about 'what has worked already' and focus on changing social environments—rather than the child—to foster authentic, lasting relationships.

PRESENTATIONS AND PUBLICATIONS

Peer Reviewed Publications In-Progress (Continued)

- Working Title: How school-based occupational therapists can support the F-words of childhood development for students with disabilities: A scoping review. Team: Smart, E., VanDaele, L., Moore, L., Tomas, V., Soper, A., & Renahan, K. (2026, preparing manuscript for publication)

Key Message: This review organizes school-based rehabilitation research using the F-words framework (Fitness, Function, Friends, Family, Fun, and Future) into one practical resource to help occupational therapists support children's priority goals in schools.

- Working Title: Resiliency in Youth with Disabilities: Youth, Caregiver, and Service Provider Perspectives. Team: King, G., Nalder, E., Chiarello, L., Servais, M., Seko, Y., Luong, D., Pinto, M., & Tajik-Parvinchi, D. (2026, preparing manuscript for publication)

Key Message: By listening to the voices of youth with disabilities, their caregivers, and service providers, this work lays the foundation for developing a rehabilitation-specific resiliency measure based on four key adaptive self-capacities to guide better supports, services, and outcomes.

- Working Title: Using generative co-design methods to support family-centred engagement in virtual audiology care. Team: DiFabio, D., Moodie, S., O'Hagan, R. Servais, M., Tremblay, P., & Glista, D. (2026, preparing manuscript for publication)

Key Message: Co-designed with caregivers and audiologists, this study identifies practical, relationship-focused strategies to strengthen meaningful family engagement in virtual audiology care for children who are Deaf or Hard of Hearing.

- Working Title: It's nice to have a say: A virtual focus group study with adolescents exploring adolescent-centred mHealth applications in a collaborative care model. Team: Glista, D., O'Hagan, R., Pardal, S., Rajendra, J., & Servais, M. (2026, preparing manuscript for publication)

Key Message: Adolescents want mHealth tools for hearing aid personalization that give them a meaningful role in their care by prioritizing autonomy, personalization, and accessibility, leading to greater engagement, confidence, and better long-term outcomes.

RESEARCH CONSULTATIONS

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Internal Consultations with TVCC Programs

- Met with staff to facilitate program evaluation processes.
- Supported staff writing abstract submissions for conferences.
- Presented clinical listening research findings to TVCC programs.
- Provided research materials to TVCC staff (e.g., articles about documentation).
- Met with Professional Practice Leaders to discuss strategies for communicating with families about research.
- Consulted with leadership about TVCC's affiliation with Western University.

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External Consultations with other Organizations

- Shared research findings and insights with external researchers, clinicians, and students to inform their work.
- Provided external partners with research materials and resources.
- Reviewed and gave feedback on draft articles for other researchers and students.
- Collaborated with partners on developing measures and tools for use in paediatric rehabilitation.
- Reviewed research processes, such as client consent, with partners from other organizations.

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Committee and Service Activities

- Leader of the Child Health Symposium Committee (TVCC and Faculty of Health Sciences at Western University)
- Member of the Child Health Research Day Committee (Children's Hospital, LHSC, and partners)
- Member of the Research and Innovation Community of Practice Committee (Empowered Kids Ontario)
- Member of the Quality Improvement Committee (TVCC)
- Member of the Family Experience Working Group (Ministry of Children, Community and Social Services)



COLLABORATIONS

TVCC's Research Program thrives through collaboration with fellow researchers, children's treatment centres, clinicians, families, and leadership. Our research partnerships enhance our capabilities and bring diverse expertise to our projects, enriching the quality and impact of our work.

We are currently engaged on multiple projects, collaborating with over 26 different stakeholders.

Examples of collaborative projects include:

School Therapy

Working with CanChild researchers, family leaders, and McMaster University students, we are doing a literature review exploring how therapy in school can align with the concepts outlined by the 'F'avourite words of childhood development to help make services more comprehensive and empowering.

Resilience

In partnership with Bloorview Research Institute, Holland Bloorview Kids Rehabilitation Hospital, University of Toronto, Drexel University, Mount Royal University, Toronto Metropolitan University, York University, Lunenfeld-Tannenbaum Research Institute, and March of Dimes Canada, we are developing a measure of resiliency tailored to the adversities faced by people with disabilities.

Friendship

Working with Holland Bloorview Kids Rehabilitation Hospital, we are researching friendship among youth with disabilities. This study emphasizes changing environmental contexts to foster friendships, rather than focusing on what youth need to change about themselves.

Solution-Focused Coaching (SFC)

Collaborating with Western University and Bloorview Research Institute, we are developing a solution-focused coaching reflection tool. This tool will help clinicians incorporate key SFC elements and strategies to better support clients and families.

Virtual Care

In partnership with Western University, Cape Town University, and Red Cross War Memorial Children's Hospital (South Africa), we are developing a tool to help clinicians assess families' readiness for virtual services. This project aims to advance best practices in family-centered virtual care by providing clinical-based support to reduce barriers to participation.

Pain

Collaborating with Western University, University of Calgary, and University of Toronto, we are examining everyday pain among disabled youth through a participatory arts-based study. This research aims to improve pain-related care.



CHILD HEALTH SYMPOSIUM

2025 Child Health Symposium: Hope and Possibility

The day began with an inspiring address by Ann Hovey: parent speaker, author, and dedicated advocate. With her daughters proudly watching from the front row, Ann shared stories from her journey navigating the healthcare system and building strong, respectful partnerships with her daughter's medical team. Drawing from her 2024 book, *Going for Hope*, she offered both profound insights and practical strategies.

The keynote address by Patricia Baldwin extended the theme of hope and possibility by introducing attendees to Solution-Focused Coaching approaches for supporting parents and caregivers. Using a metaphor of co-creating a bouquet of flowers, Patricia illustrated the importance of weaving together diverse perspectives in therapeutic conversations. As she added each flower to her "conversational vase," the message was clear: every perspective has value, and meaningful solutions are co-developed with families, not delivered to them.

Growing Together: Collaboration with LHSC

Each year, the Child Health Symposium grows stronger through deepening collaboration with partners at London Health Sciences Centre and their annual Child Health Research Day. A key highlight of this partnership is the joint poster presentation and networking reception, held in the evening between the two events.

Attendees were encouraged to participate in both research days—as well as the evening poster session—through a seamless, integrated web-based registration system, making it easier than ever to engage across events: <https://childhealthresearch.ca/>

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Registrations

15

Virtual attendees

33

Oral presentations

106

Poster presentations

COMMUNICATIONS UPDATE

Sharing Research to Enhance Practice

Articles, summaries, and updates are shared with TVCC staff in different ways, including in weekly newsletters, TEAMS channels, and on bulletin boards.

In 2026, we will launch a collaboration between TVCC's Professional Practice Leaders and the Research Program to share more research findings with clients and families.

Knowledge Translation (KT) Summaries released this year:

- *Rethinking Childhood Onset Disabilities (August 2025)*
- *Research at TVCC: A Program Evaluation Update (October 2025)*
- *Tiered Approaches to Rehabilitation Services in Education Settings (January 2026)*
- *Evaluation of an Online Course about Tiered School-Based Rehabilitation Services (February 2026)*

Website and Social Media

Research is also featured on TVCC's website and social media platforms.

Research Program webpages were updated for improved communication earlier in 2025, with new content organized by the principles: learn, collaborate, and participate.

One of the new pages added this year highlighted research on Augmentative and Alternative Communication (AAC) and Eye Tracking Technology (ETT). This page features findings from publications written in collaboration with AAC clinicians from TVCC.

Key Findings

What does research tell us about using ETT to create communication opportunities?

A team of TVCC clinicians and researchers summarized the literature on ETT for communication. Vessoian et al. (2023) organized their findings by five principles of AAC, developed by users of AAC themselves (Williams et al., 2008).

Their scoping review shows ETT services are making progress across all five principles:

Principle 1: The time for AAC is now

ETT services are offered at both early ages in development and early stages of recovery

Principle 2: One is never enough

ETT is adopted into a flexible set of communication options, and varies in terms of how and where it is used

Principle 3: My AAC must fit my life

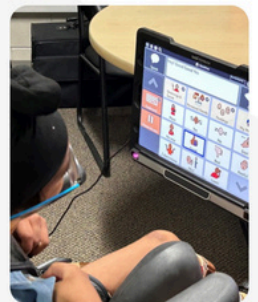
ETT is personalized through assessment, trial, and ongoing customization

Principle 4: AAC must support full participation in all aspects of twenty-first century life

ETT is used to support participation across activities (learning, playing, and communicating)

Principle 5: Nothing about me without me

ETT services are informed from learning directly from the people



Prior to the review, Vessoian, Steckle et al., (2018) completed a study to explore the impact of ETT on communication for four participants with Rett syndrome.

With support from their clinicians, ETT helped participants meet their individualized communication goals. Participants' parents reported being satisfied with both the technology and the services they received related to ETT. Communicating using ETT had a positive impact on participants' psychosocial well-being.

OUR TEAM

The Research Program team includes one full-time and three part-time staff, as well as our Director and Manager.

We are located on the second floor of the 779 Base Line Road East location in London. Contact us at research@tvcc.on.ca



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