

ANNUAL REPORT

2021-22

Continuous Learning
and Change for Success

2021-22 Annual Report

Board Chair and CEO Report

For the second year, the global pandemic propelled us to adapt and move forward. This year, however, in keeping with the theme of this annual report, we learned to continue to adapt and change to the new environment and look to success. What do we mean by success? Our vision of clients at their best is the measurement for success. Maintaining a continued focus on client and family needs and being able to meet those needs through learning and change describes the year ahead.

This past year was a test of the organization's newly crafted strategic plan. Many tactics focus on communication, inclusion, building a strong foundation and technology, elements key to our evolution. TVCC has had to adapt to an ever-changing environment to move forward. As a reminder, the four pillars of the strategic plan are:

Strong Foundation - Create a strong foundation for the future

Meaningful Engagement - Create purposeful partnerships

Impact through Innovation - Embrace innovation to meet the challenges of changing needs and circumstances

Service Excellence - Create a responsive and integrated service delivery system.

To continue to provide a culture that inspires inclusion, we formed the Diversity, Equity and Inclusion Committee. Lynn Seward, the committee chair, explains the purpose of this committee later in this report. The committee aligns with TVCC's values that "we believe people are unique and deserving of

**"A lot of different flowers
make a bouquet."**

Islamic Proverb

**"If we fail to adapt, we
fail to move forward."**

respect" and "we believe people function best in a supportive environment".

John Wooden TVCC received an increase in funding for this fiscal year of \$3,881,000, which was directed toward Preschool Speech and Language, Community Based Rehabilitation Services, and School Based Rehabilitation Services. The funding was also used to develop children's treatment centres' as SmartStart Hubs. SmartStart Hubs are intended to bring together local professionals in early intervention and child development services to seamlessly connect families to services in their communities. This approach provides flexible, individualized, and coordinated support to children, youth and young adults with disabilities, allowing them to participate meaningfully in school, work, and community to achieve their life goals and set them up for success in adulthood. This vision aligns with TVCC's life needs model and the "community participation and quality of life" objective.

Recognizing and learning that technology was an essential enabler in moving to virtual care during the pandemic, TVCC is embarking on developing an Information Technology Road Map. This work will continue to be a pivotal focus of TVCC and that aligns with TVCC's strategic plan objective "Leverage technology and tools to maximize impacts." The lessons learned from models of care used during the pandemic, and listening to client, families and provider's feedback on these models will enable TVCC to build better models of care in the future.

A significant challenge facing TVCC this year was the recruitment of health human resources. Termed the "great resignation" or "great rethink", many employees are looking to retire while some move to other areas of the children's health sector. Along with the way TVCC has changed how we provide care, we also will be learning

and adapting how we can continue to attract world class health providers in a competitive environment.

TVCC launched a new website in the fall of 2021. Its design was informed by clients and families input on improvement. The website includes the addition of a “how are we doing” button to generate in-the-moment feedback from all clients and families. Only by providing easy ways to receive feedback, listening to that feedback, and enacting change will we be able to meet future needs.

As we turn our focus to the 2022/23 fiscal year, we continue to improve and move forward to better achieve our purpose and meet our strategic goals. The exhaustive nature of the past two years may be coming to an end with a renewed and reenergized way ahead. As we continue to face challenges, we need to foster a warm, welcoming, flexible and adaptable culture, recognizing that people and relationships are the most critical asset in all aspects of society.



Susan Greig,
Board Chair



Jill Craven,
Chief Executive Officer

“What you do today can
improve all your tomorrows.”

Ralph Marston



Vision

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, and their families, 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
- partnering in a local and regional system of services

Journey to Diversity, Equity and Inclusion

In October, 2021 we held our first Diversity, Equity and Inclusion committee meeting. The committee consists of past clients, families, TVCC board members, staff, and leadership and reports to the Human Resources Committee Committee of the Board of TVCC. This committee is taking the critical first steps to look at the ways to impact change at TVCC and consciously choose to create an inclusive environment.



The committee reviews and recommends action regarding the TVCC's strategic plans for diversity, equity, and inclusion. The members work together to reflect upon and review systems across TVCC

to welcome diversity and promote equity and inclusion for all staff and clients.

We discuss best practices, legislation, standards and guidelines and review how information and research will help us create a diverse and inclusive workplace; a diverse workplace will help increase the quality of our services, programs, and social events.



To create a strong foundation for the future, we discuss partnership opportunities that will enhance our committee mandate to create an inclusive



and diverse organization that embraces change and innovation integrated into all aspects of our organization.

We commit to seeking client, family, staff, and community feedback to understand and eliminate barriers in healthcare. We strive to provide a safe and welcoming environment while providing support and services for all who enter our physical and virtual doors at TVCC.

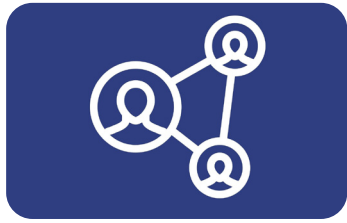
I am proud to work for an organization that is moving forward to become a more diverse, equitable and inclusive organization. This journey is about being more reflective and educating ourselves about how others may feel. Steps forward in the direction of inclusion and diversity will not always be perfect, and may feel disruptive at times, but it is important work for us to do.



Lynn Seward,
Chair, Diversity, Equity, and Inclusion Committee



In 2021-22 TVCC ...



received more than
4,000 referrals



had **40%** of our
clients use **2 or more**
services



provided service in
10 counties
(Southwestern Ontario)



served more than
14,300 clients and
families



provided more than
1,600 hours of
clinical education



56% of services
were provided by
phone, email or
video-conference



provided over
148,000 hours of
client care



was supported by
more than
50 Volunteers who
provided **over 1,200**
hours of support

The Chance to Just Be a Kid...Meet Anson



With an 11-year-old as expressive and energetic as Anson, his parents find themselves laughing as they walk into the Adapted Fitness Centre at TVCC. “You can tell he loves it here because he walks in like he owns the joint,” chuckles his Dad, Rob.

TVCC has been there since day one of Anson’s life. Born with Spina Bifida, the Spina Bifida clinic and Physiotherapist Liz made it possible to provide life-enriching opportunities for Anson and his family. From the Spina Bifida clinic and Russlyn’s time with the “Just for Moms” program, now called “Caregivers Connecting”, the familiarity of TVCC gives Anson and his family a safe place to be active and thrive.

The Adapted Fitness Centre (AFC) provides Anson with a safe space to utilize specialty equipment. Unlike organized sports that come with overstimulating environments like echo-y arenas or dusty baseball diamonds, the AFC provides calm, one-on-one time with trusted recreation

therapist, Liz and dedicated volunteers.

As his Mom, Russlyn explains, “Everybody that we’ve interacted with at TVCC makes it a home away from home – Anson’s always happy here. After all these years this program is really something that he’s always interested in and looks forward to. We thought there might come a time when he doesn’t want to work out or come in, but no, he’s always so excited!”

Between cheering with volunteers Merlin and Ben, and the comical gun show he puts on in the floor-to-ceiling mirrors, it’s easy to see just how much Anson loves the Adapted Fitness Centre program – it’s less of a workout, and more of a chance just to be a kid.

While so much of Anson’s life is structured, from school and appointments to accommodations for his medical and behavioural needs, his workout program at the Adapted Fitness Centre



is a time for him to be independent, build confidence and improve his strength.

Rob and Russlyn get the chance to hear Anson's excitement about the muscle tone beginning to show on his arms, his improving balance as he shows off his one-legged stand, and his ability to whiz around on a modified bike.

providing more children and youth with leading-edge equipment, fun and compassionate support, and services they need to lead active and engaged lives.

The Adapted Fitness Centre at TVCC makes growing stronger fun!



While Anson laughs and raves about his talents in the Adapted Fitness Centre, TVCC continues



Board of Directors

(2021-22)

Ms. Susan Greig, **Board Chair**

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

Mr. Ryan McKie, **Board Treasurer** and Chair, Finance & Facilities Committee

Ms. Dale Buchanan, TVCC Auxiliary Representative and Board 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 Board Member, Operational Priority Committee

Ms. Linda Eligh, Chair, Human Resources Committee

Ms. Arlene Gavloski, Board Member, Operational Priority Committee

Mr. Ernie Gross, Board Member, Human Resources Committee

Ms. Lynanne Mason, LHSC Representative

Mr. Scott Fortnum, Children's Health Foundation

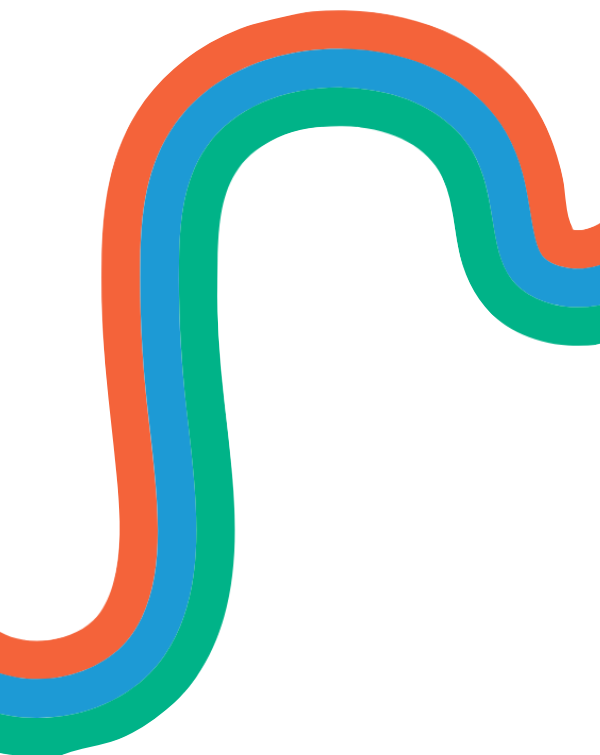
Mr. Kirk Patterson, Rotary Representative and Board Member, Operational Priority Committee

Ms. Leba Silvert, Chair, Operational Priority Committee

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

Mr. David Elliott, Board Member

* Officers of the Board position shown in orange



Clients becoming their best!

Ellie O'Connor Participation Bursary

Nineteen years ago, an annual bursary was established to honour the memory of a respected and cherished TVCC colleague, Ellie O'Connor. Ellie was an amazing person who personified living life to the fullest, despite any obstacles that stood in her way. Ellie helped countless clients on the path to becoming their best selves.

In honour of Ellie and her life's work, the Ellie O'Connor Participation Bursary (\$500) was established to support and enhance participation in family and community activities. Our heartfelt thanks to Maureen Wood and Craig Wood from iA Private Wealth Inc., who started the bursary and who generously support this award in Ellie's memory.

This Year's Recipient: Derek Cramer

Derek loves music, water play, counting and the alphabet—and he's also a great climber.



Derek is non-verbal and often plays by himself. He requires the help of a support person to do things outside of the home. That's why this award will be so important for Derek: it will enable him to attend summer camp for the first time.

Derek will attend a YMCA day camp with an enhancement worker using the funds! He'll be able to do everything he loves in a safe environment and have an outdoor experience that isn't possible at home.

He will learn about water safety and how

to socialize and play with other kids. More importantly, this opportunity allows Derek to participate and not be limited by his disability.



Derek Cramer (4 years old)

Our sincere gratitude for the ongoing support of Maureen and Craig Wood in generously funding this meaningful bursary. This award enables children and youth the opportunity to participate in family and community activities.

Dr. John A. LaPorta Learning Award

The Dr. John A. LaPorta Learning Award presents two \$1,000 awards... one for a TVCC client and one for the child of a TVCC staff member. The award is intended to support an educational / growth experience and assist to realize a dream.

Supporting the development of the talents, abilities and opportunities for clients as well as TVCC staff children is at the heart of this award. Successful transition from school to adult life benefits from access and support to pursue post-secondary learning experiences and the rewards that come with following your dreams.

This award was established in 2019, when former CEO, Dr. John LaPorta retired after 25 years at the helm of TVCC.

Thank you to Jim Cressman, longtime supporter of the Children's Health Foundation and TVCC for his donation to establish this award. Jim wanted to honour the dedication and impact Dr. LaPorta had on the community and the Children's Treatment Centre sector as a whole. John's wish was that this award would continue to help young people pursue their dreams for many years to come.

Special thanks to members of the Communication/Education/Technology Committee of the Board for the daunting task of choosing winners amongst the many deserving candidates.

Kalen Fleming (Past TVCC Client)

Kalen has had a passion for cars for as long as he can remember.

When Kalen got to high school, he started to pursue his passion by taking auto mechanics classes and working in an automotive repair shop during his co-op placement. He discovered that he genuinely enjoys helping people with their car problems and fixing them up so they can get back on the road.



Kalen Fleming

Kalen plans to pursue a career as an automotive technician. He will attend Fanshawe College in the Automotive Power program. The program provides Kalen with a co-op opportunity and the chance to work in another automotive shop. After completing the two-year program, he will earn his ticket through an apprenticeship program.

The funds from this award will support Kalen in purchasing tools, books, and tuition to achieve his dreams of working in the automotive industry.



Aneika Lafayette (TVCC Staff Child)

Aneika has her sights set on a career in Child and Youth Care. She is already well on her way to making that happen, with a background working with children that includes everything from hosting parties for kids to working as an overnight camp counsellor.

In 2019, Aneika pursued her passion and started post-secondary education in a Child and Youth program. She found herself at a crossroads a couple of times through her studies but always persevered and pushed through. Aneika suffered two concussions – with one, she sought the support of the PABICOP team at TVCC and had a successful first year achieving honours during her first term. Before beginning her second term, she suffered another concussion and, despite her best efforts, had to put her studies on hold. Lastly, because of the pandemic, her field placement was cancelled and replaced with an online learning module. Unfortunately, this change had a negative effect on her unresolved concussion symptoms.

Fast forward to today; Aneika is resuming full-time studies with a field placement at TVDSB School. She is looking forward to completing the last two years of her Child and Youth Diploma at Fanshawe College and exploring pathways for future students in a Teacher's College program.

She plans to use these funds towards her tuition fees so she can focus on her studies.

She's not just passionate about working with kids – she also loves dogs! She hopes to find a way to combine her two passions into one fulfilling career.



Aneika Lafayette



Congratulations

**Congratulations to both of these
impressive young people and very
deserving award winners!**

Summary Financial Statements

Thames Valley Children's Centre Financial Highlights Year Ended
March 31, 2022 (with comparative amounts for 2021) (all in 000's)

Summary Statement of Operations

	2022	2021
Revenue		
Ministry of Children, Community and Social Services		
Rehab	\$8,544	\$8,235
Autism	12,439	13,523
Grey Bruce Preschool Speech & Language	634	709
School Based Rehabilitation Services	4,323	4,385
Early Intervention Programs	3,588	3,403
Ministry of Health (Priority Programs)	729	703
Fundraising and Donations	1,027	1,018
Fees for Service	2,491	1,753
Investment Income (Loss)	469	1,216
Other	1,073	1,062
Total Revenue	\$35,317	\$36,007
Clinical & Technical Specialty Services	\$4,974	\$4,756
Early Childhood & School Age Adolescence Services	7,172	6,445
Grey Bruce Preschool Speech & Language	604	719
Autism and Behavioural Services	12,587	13,524
School Based Rehabilitation Services	4,333	4,030
Early Intervention Programs	3,659	3,797
Research	207	269
Community Resources	470	568
Expenditures for Special Purposes	3	-
Amortization of Capital Assets	923	946
Total Program Expenditures	\$34,932	\$35,054
Excess (Deficiency) of Revenues over Expenses	\$385	\$953

Summary Statement of Cash Flows

	2022	2021
Cash provided by operating activities	\$4,979	\$3,067
Cash provided by financing activities	-	40
Cash used in investing activities	(783)	(1,253)
Cash and short-term deposits, beginning of year	5,009	3,155
Cash and short-term deposits, end of year	\$9,205	\$5,009

Summary Statement of Financial Position

	2022	2021
Assets		
Current Assets	\$9,849	\$5,781
Capital Assets	8,093	8,800
Investments	9,781	9,380
	\$27,723	\$23,961
Current Liabilities	13,024	8,994
Deferred Contributions	7,278	7,931
Net Assets		
Internally Restricted	5,471	5,471
Unrestricted	1,950	1,565
	\$7,421	\$7,036
	\$27,723	\$23,961

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:

	2022	2021
Money Market	\$985	\$465
Bond Funds	4,220	3,877
Equity Funds	4,576	5,038
	<u>\$9,781</u>	<u>\$9,380</u>

Investment income consists of the following:

	2022	2021
Dividends & Interest	\$221	\$188
Equity Funds	248	1,028
	<u>\$469</u>	<u>\$1,216</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 loss of \$166 (2021 - gain of \$140).

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, 2022, 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, 2022.

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 Theron

We expressed an unmodified audit opinion on the audited financial statements in our report dated May 31, 2022.

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.

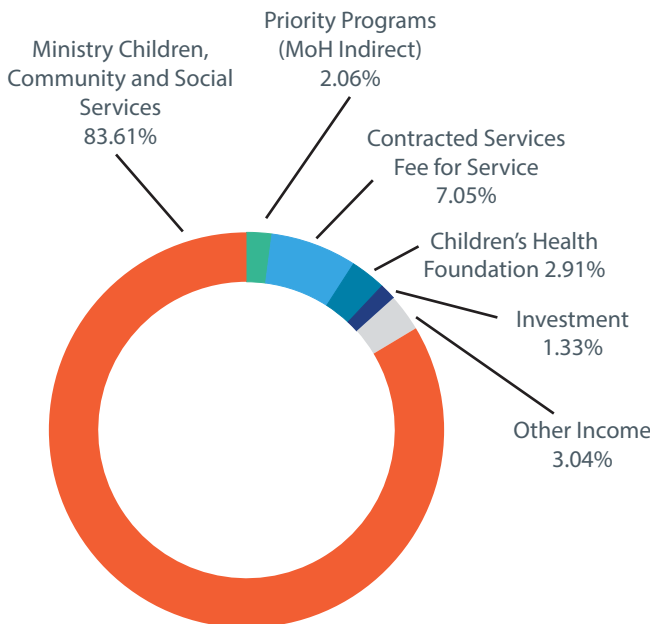
June 6, 2022

Ernst + Young LLP

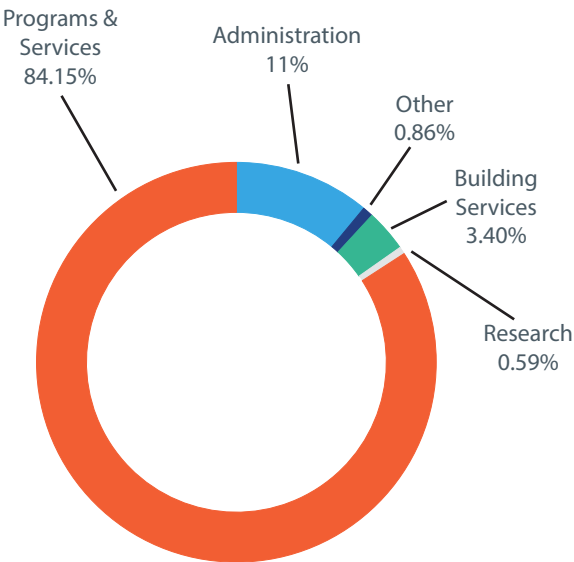
Chartered Professional Accountants
Licensed Public Accountants

Funding Sources and Expenditures

Funding Sources 2021-22



Expenditures 2021-22



Annual Donors

April 1, 2021 - March 31, 2022

Thank you to our generous supporters!

Gifts of \$100,000 or More

- Children's Health Foundation
- Estate of Eva Irene Van Der Heide
- Estate of Kenneth Cecil Croft
- Estate of Raymond Lewis Brookshaw
- Estate of Ronald James Hill

Gifts of \$50,000 - \$99,999

- Estate of Alexander Peter Skinner
- Estate of Hazel Jean Richardsdon
- Forest City Road Races
- Marion Creighton
- MLSE Foundation

Gifts of \$25,000 - \$49,999

- CF Masonville Place
- Estate of Leslie Ernest Ficzer

Gifts of \$10,000 - \$24,999

- Canadian Tire Jumpstart Charities
- Estate of Alan James Burroughs
- Estate of Phyllis Lilian Ballantyne
- Ivari
- Johansen Larsen Foundation
- Kelly Scott and Ron Berman
- Peter Cook
- Rotary Club of London North
- Toyota Motor Manufacturing Canada Inc.

Gifts of \$1,000 - \$4,999

- A.B.A.T.E. Huron-Perth Chapter #14
- Calvin Stiller
- CIBC Children's Foundation
- Kiwanis Club of Ingersoll
- Lark Stephenson
- London Hydro Employee Charity Chest
- London Police Association Charity
- Veronica Vanderborght

Gifts of \$500 - \$999

- Barbara Legate
- Belmont Swans Ontario
- Canaccede International Management Ltd.
- City of London Charity Chest Fund
- Great Lakes Copper Inc. ECCO
- Peter Jaffe
- Rosemary Parker
- Sheila Case
- Ted Rhodes

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

Help 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
- 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

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 TVCCFamily

 TVCCFamily

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