

Clinical Services Year End Report 2025-2026



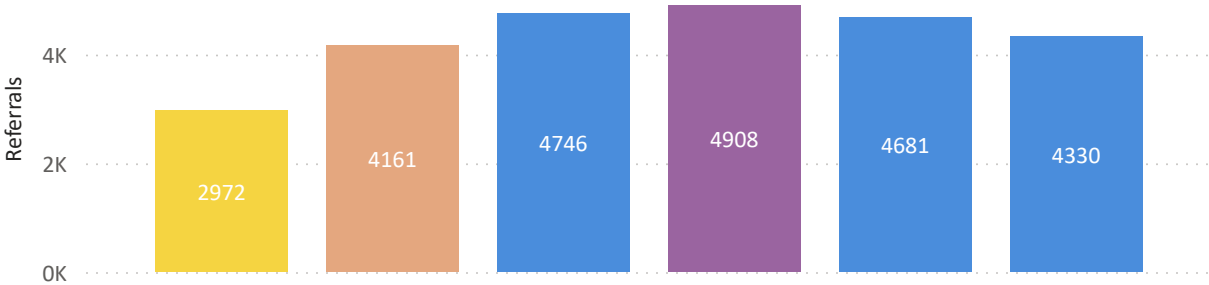
The following year end report is a summary of the trends in our clinical data over the last 6 years from 2020-2026. The report includes information about referrals, number of visits, client hours provided, clients served and waiting time. If you are viewing this in PowerBi, you can display one or multiple years at once using the filters.

Referrals

Referral trend leveling and return to pre-pandemic levels. The referrals distribution across the counties we serve remain consistent with about 50% in Middlesex county followed by Grey/Bruce, Oxford and Huron/Perth in the range of 10-17%.



Referrals by Year



Filter

Select all

2020-2021

2021-2022

2022-2023

2023-2024

2024-2025

2025-2026

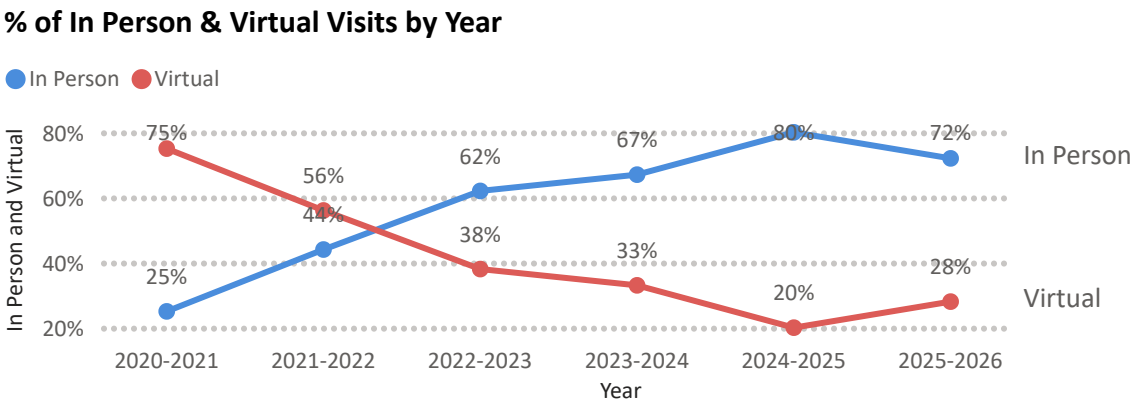
Referrals by County

Year	Middlesex	Grey/Bruce	Oxford	Elgin	Essex	Huron/Perth	Lambton	Chatham-Kent	Other Area
2025-2026	49%	17%	10%	8%	2%	11%	1%	1%	1%
2024-2025	49%	16%	12%	8%	2%	10%	1%	1%	1%
2023-2024	51%	15%	12%	8%	1%	10%	1%	1%	1%
2022-2023	50%	15%	12%	8%	2%	10%	1%	1%	2%
2021-2022	50%	16%	11%	8%	2%	10%	1%	1%	1%
2020-2021	49%	16%	11%	8%	2%	11%	1%	1%	1%

Client Visits

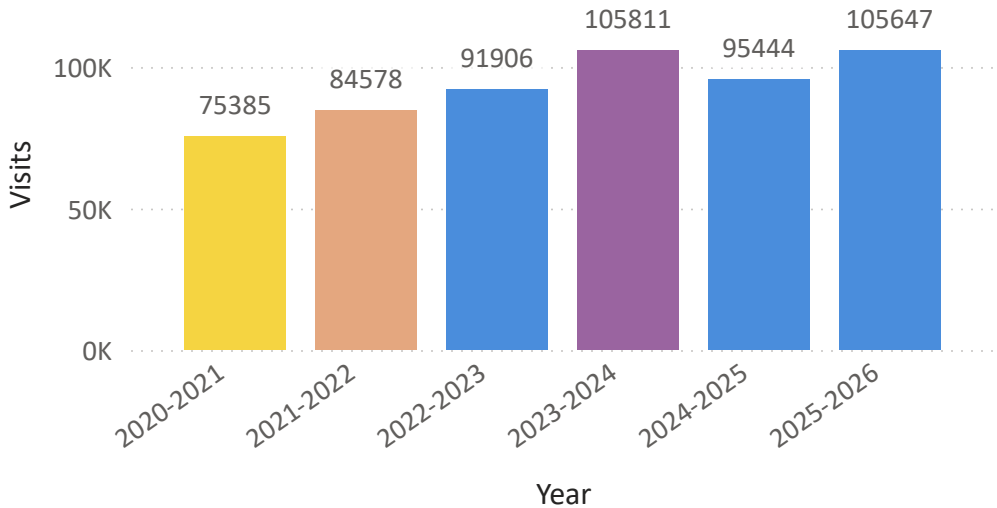


Visits had an 8% increase in virtual visits in 2025-2026, this is primarily attributed to meetings with clients that increased over the winter months. Our visits remain above pre-pandemic levels and our distribution of visits across locations remains relatively unchanged with minor changed noted between TVCC 779 location and the regional offices.



- Filter**
- ☒ Select all
 - ☐ 2020-2021
 - ☐ 2021-2022
 - ☐ 2022-2023
 - ☐ 2023-2024
 - ☐ 2024-2025
 - ☐ 2025-2026

Visits by Year



Visits by Location

Year	School or Daycare	779 Base Line Rd	Regional	Hospital	Home	Community	Virtual
2025-2026	27%	20%	16%	1%	6%	2%	28%
2024-2025	26%	23%	21%	1%	5%	4%	20%
2023-2024	25%	21%	8%	6%	5%	2%	33%
2022-2023	27%	17%	7%	6%	4%	1%	38%
2021-2022	13%	15%	6%	6%	3%	1%	56%
2020-2021	6%	8%	2%	7%	1%	1%	75%

Volume of Service



In 2025-2026, TVCC remains stable at providing over 180,000 hours of service a year. The number of clients served declined slightly as our range is typically 10,000 to 12,000 annually. There was not a decrease in clients served specific to any one program.

Filter

Select all

2020-2021

2021-2022

2022-2023

2023-2024

2024-2025

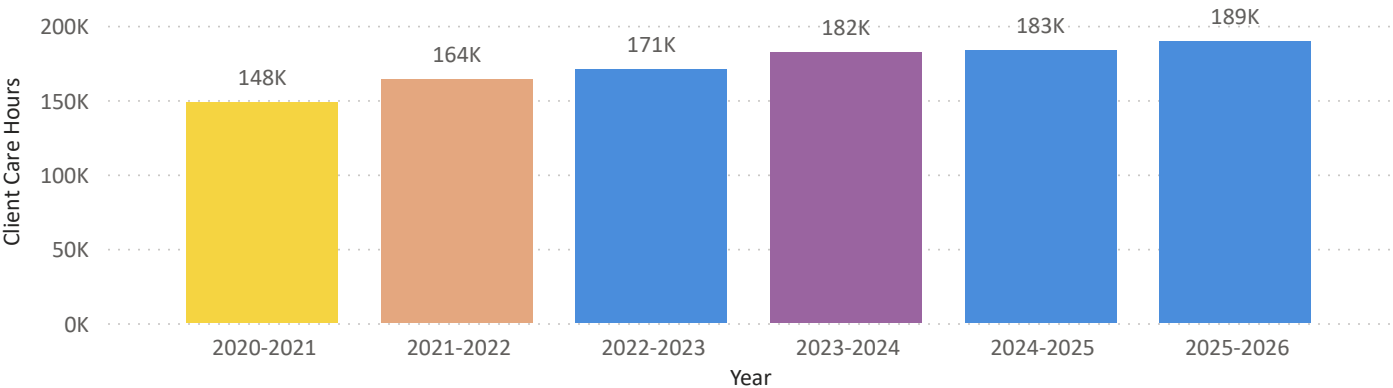
2025-2026

Client Care Hours

189205

2025-2026

Client Care Hours by Year

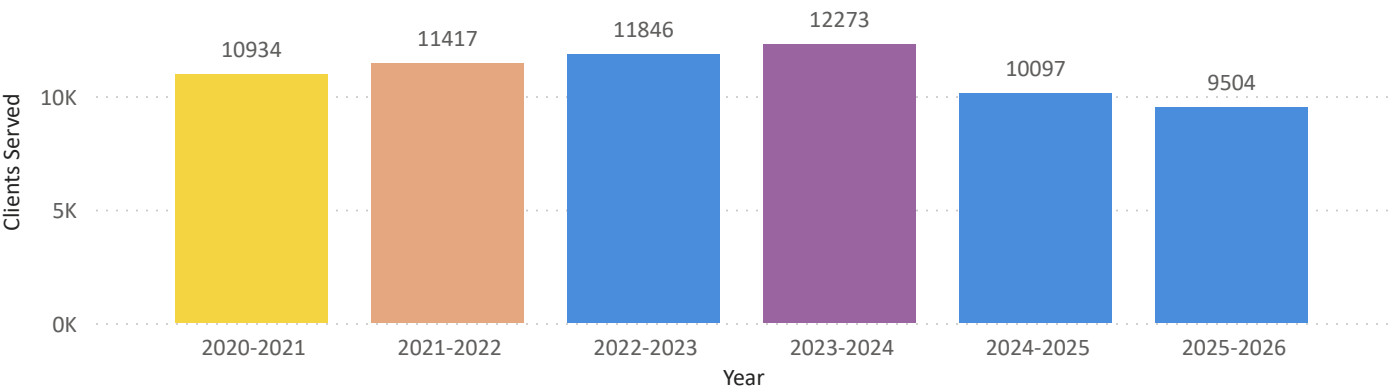


Clients Served

9504

2025-2026

Individuals Served by Year



In addition to clients served 11,428 newborns received the Universal Newborn Hearing Screen.

Client Waiting for Assessment and Services (as of end of March)



Clients Waiting for Assessment

6198

2025-2026

Clients Waiting for Assessment

The charts below summarize the number of clients waiting for an assessment as of **March 31 2026**. This is not an unique count of clients because clients could be active in other services and/or waiting for other assessments.

Clients Waiting for Assessment by Discipline

Year	OAP	Occupational Therapy	Physiotherapy	Social Work	Speech Pathology	Therapeutic Recreation	Total
2024-2025	19	2109	903	16	2984	219	6250
2025-2026	5	2211	699	18	3195	70	6198

Clients Waiting for Service

551

2025-2026

Clients Waiting for Service

The charts below summarize the number clients waiting for service to start as of **March 31 2026**. This is not an unique count of clients because clients could be active in other services and/or waiting for other assessments.

Clients Waiting for Service by Discipline

Year	OAP	Occupational Therapy	Physiotherapy	Social Work	Speech Pathology	Therapeutic Recreation	Total
2024-2025	35	637	166	23	656	29	1546
2025-2026	50	250	105	20	121	5	551

Quality Improvement Plan

Reducing wait times in Occupational Therapy and Speech-Language Pathology, the two disciplines with the highest numbers of clients waiting for service, is an area of focus.

Three services account for a significant portion of these waitlists:

Within Occupational Therapy: 68% are waiting for School Therapy Services.

Within Speech-Language Pathology: 75% are waiting for School Therapy Services, and 13% are waiting for Early Childhood Services.

These services have been identified as priority areas for reducing wait times and improving access to services.

Waiting Time

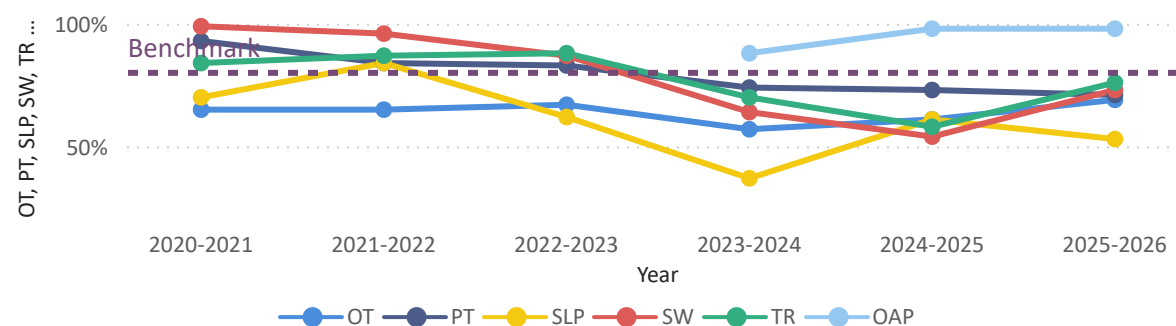


TVCC aims to have most clients (80% or more) wait no more than 90 days for an assessment and no more than 60 additional days to begin therapy. The following charts identify by discipline the % of clients who have waited less than 90 days for an assessment or less than 60 days to begin intervention/treatment. This information is only calculated once the client is no longer waiting.

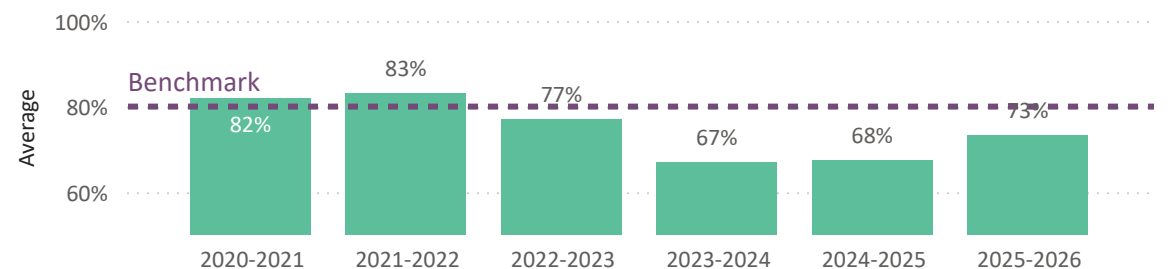
Waiting for Assessments

This chart shows the percentage of clients who had that assessment within **90 days** of their referral. The higher the percentage, the better. The purple dotted line is the 80% TVCC's benchmark. Our overall average has improved by 5% compared to the previous year.

% Waited Less than 90 Days for Assessment by Discipline



% Waited Less than 90 Days for Assessment Overall



% Waited Less than 90 Days for Assessment

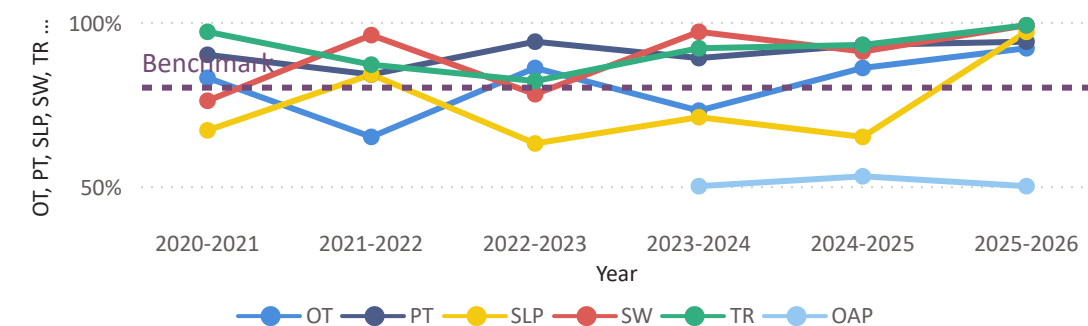
73%

2025-2026

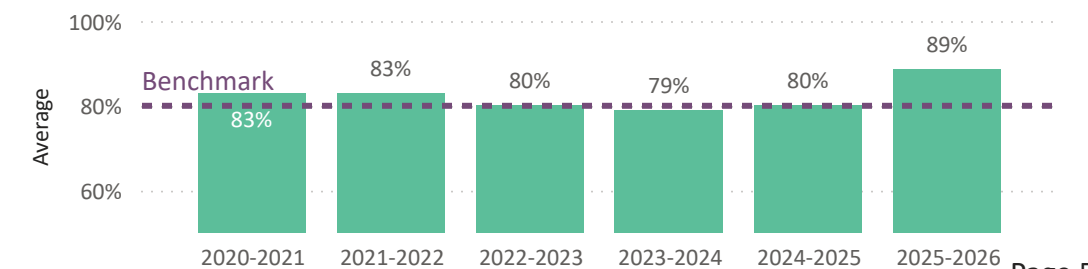
Waiting for Service Delivery

This chart shows the percentage of clients who started intervention/treatment within **60 days** of their initial assessment. The higher the percentage, the better. The purple dotted line is the 80% TVCC's benchmark. We have surpassed our benchmark this year and are at the highest overall percentage we have had in the last 6 years.

% Waited Less than 60 Days for Treatment by Discipline



% Waited Less than 60 Days for Treatment Overall



% Waited Less than 60 Days for Treatment

89%

2025-2026