

2016 - 17 Annual Report

Transitions



2016-17 Annual Report

Board Chair and CEO Report

In Ontario's rapidly changing children's services environment, organizations of all types are undergoing transformation in order to meet the needs of their clients. This has arisen from "game changing developments" in the Ministry of Children and Youth Services. For Thames Valley Children's Centre, these initiatives – the new Ontario Autism Program and the Ontario Special Needs Strategy – now characterize the world we operate within.

Our successful transformation will hinge on three important elements: a continued focus on our fundamental purpose, staying true to our core values and appropriately responding to system pressures. We combine these elements with a realistic attitude about what we can shape and control and what is beyond the reach of our influence. This approach will assist us in navigating through frustratingly long phases of planning and seemingly rushed moments of implementation throughout this year of embracing complexity.

With these things in mind, we will take a targeted approach and will continue to strategize as things evolve. This will see TVCC emerge from the current system chaos, healthy, vibrant and successful. All planning should be completed in 2017/2018. The next year will see the initial realization of the Ontario Special Needs Strategy and the new Autism Program. In 2019/2020 a lot of energy will be expended refining the transformative changes.

But how did we do in the year just ended with all of this system stuff swirling around us? To quote one of Elvis Presley's favourite mottos, we were "taking care of business":

- We processed over 4200 referrals ~ 2 referrals for every hour we were open
- We served 8,805 clients ~ an increase of 13.6 %

"Chaos is inherent in all compounded things. Strive on with diligence."

Buddha

- 43% of our clients accessed more than two services and 9% accessed five or more services
- Over 13,000 services were provided in more than 700 settings across the Southwest, not counting homes
- Those services encompassed 259,000 hours from our clinical staff
- 70% of our clinical staff's time was spent on client related activities

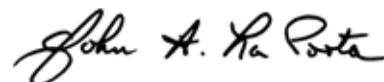
Through a significant investment in staff, volunteer, leadership and board member time, we also achieved the following major enabling initiatives in 2016/2017:

- Took on responsibility for the Preschool Speech and Language Program in Grey Bruce, effective July 1, 2016
- Actively engaged in numerous planning tables focused on the Ontario Special Needs Strategy
- Enacted the Ministry's transition funding (8K/10K) program for over 60 children on the waitlist for Intensive Autism Services
- Finished a workplace assessment initiative
- Completed a major infrastructure renewal project – replacement of our fluid cooling tower air conditioning system
- Developed plans and initial components of a cyber-security program
- Implemented year 1 of the Camps on TRACKS project, funded by the Ontario Trillium Foundation

All of the above has laid the foundation for continuing to "take care of business" and more in 2017/2018 which is shaping up to be a pivotal year in the life of TVCC. Managed properly, it presents significant, long lasting opportunities for our organization to grow and thrive well into the next decade. Our direction and planning are sound. Now, our focus will be on successful execution.....



Christine Wellenreiter
Board Chair



Dr. John A. LaPorta
Chief Executive Officer

In 2016-17 Thames Valley Children's Centre ...

received more than
4,200 referrals

served more than **8,800**
clients and families

provided service in
10 counties
(Southwestern Ontario)

provided over **259,000 hours**
of client care in more than 700 settings

has 14 office locations
throughout the
Southwestern Ontario

had **43%** of our clients use
2 or more services

Region

was supported by more than
200 Volunteers
who provided over 3,700
hours of support

provided more than
2,300 hours of
clinical education



The Hardman Family

A Little Support Can Go a Long Way ...

Parent Mentor Services ... Parent Mentors assist parents of children with special needs to plan for key transitions like entering school. Parent Mentors can assist with navigating the school system, developing collaborative relationships with school personnel and problem solving challenges ...

Sending a child off to kindergarten is challenging for any parent. It is your hope that they will be safe, happy and able to reach their full potential.

Crystal and Jamie wanted all of those things for their bright and compassionate daughter Reese and became advocates and champions to ensure

“People don’t realize how far support goes.”

she got the support she needed.

Four-year-old Reese was born with low muscle tone and has to work harder to succeed at physical activities, such as walking, running and swimming. She also has an undiagnosed sensory processing disorder, which can cause her to become overstimulated and upset.

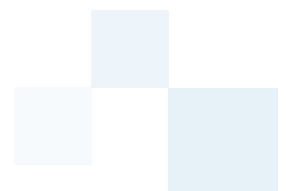
In her journey to ensure Reese had the best school experience, Crystal turned to Thames Valley Children’s Centre’s Parent Mentor Service where she was welcomed by Jill, a parent who understood what she was going through and could share her knowledge and experience working with the education system.

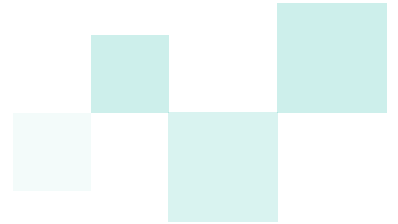
Jill quickly became someone Crystal could rely on for advice, guidance and support. She took time to prepare Crystal for Reese’s school transition



Reese , Age 4

“If I didn’t have parent mentors I don’t know what I would have done ... ”





meeting, which can be an intimidating experience. In the meeting, more than a dozen school administrators, teachers, education assistants and therapists from TVCC came together to develop an individualized plan for Reese. Crystal recalls feeling anxious about how many people were there for her daughter but found comfort in Jill's words: that they were all there to help Reese thrive.

Unfortunately, after some time at her new school, it became evident that Reese would do better in a smaller class environment. Jill and other TVCC staff once again supported Crystal during this transition period. Today, Reese is able to let her beautiful personality shine in a class of seven and last week her parents received a celebratory note sharing how well she is doing.



Having a swing



Going for a ride

“... TVCC is a life saver. I can say that for myself and for many.”

Summary Financial Statements

Thames Valley Children's Centre Financial Highlights Year Ended March 31, 2017 (with comparative amounts for 2016) (all in 000's)

Summary Statement of Operations

	2017	2016
Revenue		
Ministry of Children & Youth Services		
Rehab	\$8,279	\$8,219
Autism	16,181	14,805
Grey Bruce Preschool Speech & Language	475	--
Ministry of Health (Priority Programs)	629	653
Fundraising and Donations	976	686
Fees for Service	3,531	3,297
Investment Income	642	13
Other	938	830
Total Revenue	\$31,651	\$28,503
Program Expenses		
Clinical & Technical Specialty Services	\$5,941	\$5,769
Early Childhood & School Age Adolescent Services	6,951	6,812
Grey Bruce Preschool Speech & Language	521	--
Autism Services	16,194	14,813
Research	296	320
Community Resources	572	449
Expenditures for Special Purposes	10	12
Amortization of Capital Assets	830	776
Total Program Expenditures	\$31,315	\$28,951
Excess (Deficiency) of Revenues over Expenses	\$336	(\$448)



Logan having a float in the pool

Vision

Our clients at their best!

Summary Statement of Cash Flows

	2017	2016
Cash provided by/(used in) operating activities	\$882	\$592
Cash provided by/(used in) financing activities	496	502
Cash provided by/(used in) investing activities	(715)	(945)
Cash and short-term deposits, beginning of year	453	304
Cash and short-term deposits, end of year	\$1,116	\$453

Summary Statement of Financial Position

	2017	2016
Assets		
Current Assets	\$2,132	\$1,338
Capital Assets	10,774	10,779
Investments	8,772	8,494
	\$21,678	\$20,611
Current Liabilities	\$4,237	\$3,291
Long-term Credit Facilities	80	395
Deferred Contributions	10,814	10,714
Net Assets		
Internally Restricted	5,471	5,471
Unrestricted	1,076	740
	\$6,547	\$6,211
	\$21,678	\$20,611



Felix

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.

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:

	2017	2016
Money Market	\$1,066	\$1,099
Bond Funds	3,143	3,195
Equity Funds	4,563	4,200
	<u>\$8,772</u>	<u>\$8,494</u>

Investment income consists of the following:

	2017	2016
Dividends & Interest	\$231	\$232
Equity Funds	411	(291)
	<u>\$642</u>	<u>\$13</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 \$388 (2016 - loss of \$318).

Independent Auditor's Report on the Summary Financial Statements

The accompanying summary financial statements, which comprise the summary statement of financial position as at March 31, 2017, and the summary statements of operations and 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, 2017. We expressed an unmodified audit opinion on those financial statements in our report dated May 29, 2017.

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, therefore, is not a substitute for reading the audited financial statements of Thames Valley Children's Centre.

Management's responsibility for the summary financial statements

Management is responsible for the preparation of a summary of the audited financial statements on the basis described in the Notes to the Summary Financial Statements.

Auditor's responsibility

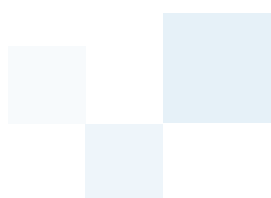
Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard 810, "Engagements to Report on Summary Financial Statements".

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Thames Valley Children's Centre for the year ended March 31, 2017 are a fair summary of those financial statements, on the basis described in the Notes to the Summary Financial Statements.



Chartered Professional Accountants
Licensed Public Accountants



Board of Directors (2016-17)

Ms. **Christine Wellenreiter**, *Board 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**, Co-Chair, Operational Priority Committee

Mr. **Ernie Gross**, Chair, Human Resources Committee

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

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

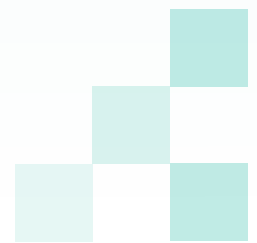
Mr. **Jack Scott**, Rotary Representative and Member, Operational Priority Committee

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

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

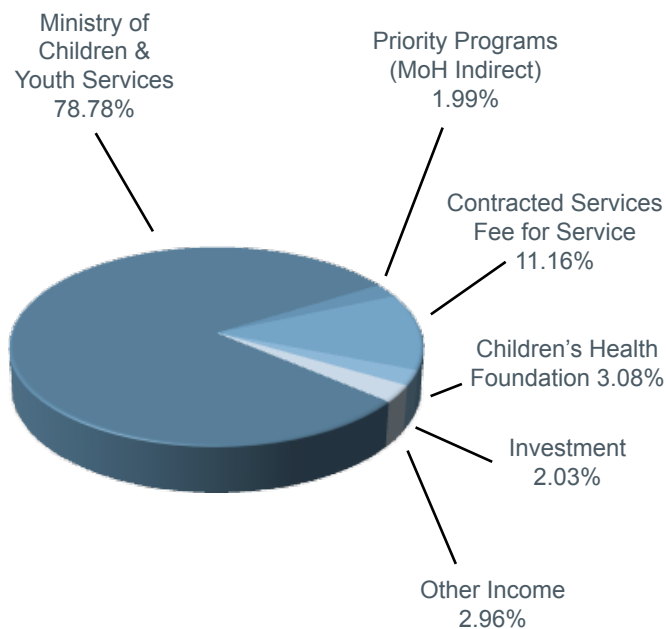
Mr. **Van Simpson**, Member, Finance & Facilities Committee

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

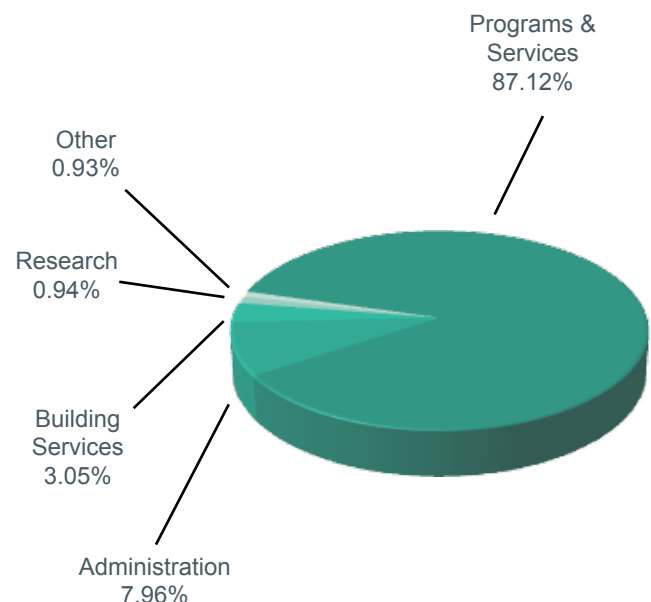


Funding Sources and Expenditures

Funding Sources 2016-17



Expenditures 2016-17



Annual Donors (April 1, 2016 - March 31, 2017)

Thank you to our generous supporters!

Gifts of \$100,000 or More

Children's Health Foundation

Gifts of \$50,000—\$99,999

Freedom 55 Financial Championship

Gifts of \$25,000—\$49,999

Andy and Helen Spriet
Brandon Prust Foundation
Harbour Grace Holdings Inc.
Rogers Sports Celebrity Dinner and Auction

Gifts of \$10,000—\$24,999

Cadillac Fairview Corporation Limited
Great West Life, London Life and Canada Life
London Life Forest City Road Races
MacKenzie Financial Services Inc.

Gifts of \$5,000—\$9,999

Kiwanis Club of Ingersoll - Chip-in-Fore-Kids
Long & McQuade Musical Instruments
Peter and Lucia Cook
Raymond James Mentoring for Charity
Golf Tournament
The Jack and Barbara Hay Foundation

Gifts of \$1,000—\$4,999

Bret Hart
CIBC Wood Gundy
Chorley + Bisset Employees Charitable
Contribution Plan
Chris Cuneen
Dynamic Funds
Estate of Verna Eileen Robertson
Estate of R.M. Berry
General Dynamics Land Systems-Canada
Golf Canada
Great Lakes Copper Inc.
Helen Osborne
Jim D. Cressman
John and Suzi LaPorta
Libro Credit Union #62232-828
McCormick Canada & McCormick Canada
London Employees
McKenzie Lake LLP
Michelle Foote
Poplar Hill & District Lions Club

Pricewaterhouse Coopers Canada Foundation
Roberto Alomar
Rodney and Caroline Hancock
Shaun Arnold
Simon Belz
Spin 4 Adaptive Fitness
Sprott Foundation
Veronica Vanderborght
Vito Frijia
Walid Busaba
Warren and Joanne Granger
United Way - Greater Toronto

Gifts of \$500—\$999

Anna Oliveira
BDO Canada LLP
Bill Pettipas
Bloom Burton & Co
Canada Gives
City of London Charity Chest Fund
Clifford Lodge No. 315
Dr. Maurice Butchey & Dr. Janki Butchey
Medicine Prof. Corp
Fidelity Investments Canada Ltd.
George and Rhonda Thompson
Hydro One Inc.
Ingersoll Coin Club
Len Thorne
Linda Baldwin
Linda Bolack
Linda Eligh
Lucia Fonseca
Lynne Thibert
Marcus & Associates LLP Hoare-Dalton
Michael Frijia
Nathan Stevens
Nothers Signs & Recognition
RBC Global Asset Management Inc.
Scott Pulver
Sentry Investments
Sheila Case
Uliana Tomiuk
Western Physiotherapy Student Council

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

Signature Events and Sponsors (April 1, 2016 - March 31, 2017)

2017 Rogers Sports Celebrity Dinner & Auction

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

102.3 Jack FM
AM980
Blackburn Radio
CTV London
Digital Echidna
Fm96
Free 98.1 FM
Fresh Radio 103.1
McDonald's Restaurants of Canada
Nothers Signs & Recognition
Pizza Pizza
Rogers TV
Station Park All Suite Hotel
The London Free Press
The P.A. Shop
The Rotary Club of London
Western Fair District
Voyageur Transportation

2016 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
Chorley + Bisset
Country 104
Domino's Pizza
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
Scene
Shift
Skor
Snowline Sports
South Western Digital
Station Park All Suite hotel
The D'Arcy Lane Institute
The London Free Press
The Londoner
Tourism London
Via Rail Canada
Western Fair District



Ben making awesome works of Art!

*"We make a living by what we get.
We make a life by what we give."*

Sir Winston Churchill

Thank you to our special event volunteer committees for your commitment to TVCC. Your time, talents and effort are very much appreciated.

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 www.tvcc.on.ca/accountability

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**Thames Valley
Children's Centre**

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