

2017 - 18 Annual Report



Jordyn at the Forest City Road Race, 2018

*Transformation:
Focused on the Future*

2017-18 Annual Report

Board Chair and CEO Report

Since the inception of the Ministry of Children and Youth Services, our Centre has experienced an array of organizational adventures. Reflecting upon this, back in 2015/2016, we realized that we were clearly embarking on the **transformation of our sector** via a grand adventure called the Ontario Special Needs Strategy. We foresaw that five years from then, the landscape in this realm would be vastly different. In response to this insight, we developed a five-year strategic plan titled “Adapting to a New Environment”. Little did we know how prophetic this title would turn out to be.

What transpired lived up to the often quoted, “Man plans, God laughs”.

Fast forward to 2017/2018. We were supposed to have finished two phases of our strategic plan. Instead, in the face of a rapidly changing environment, we found ourselves having to embrace complexity and taking a responsive approach to whatever changes were emerging. In this past year, the headline adventures that emerged were the introduction of the new Ontario Autism Program and the surprising directive to

transition School Health Therapy Services from the Local Health Integration Networks (LHIN's) to Children's Treatment Centres.

Our Centre expended a great amount of effort on those two initiatives while also paying attention to our core business – taking care of our clients. This was reflected by the following key indicators in 2017/2018.

- 4,564 referrals processed
- 9,087 clients served
- 90,034 client visits
- 226,553 hours of client services
- 78% of our services provided in regional offices, schools, daycares, client homes, hospitals and other community locations

In addition, we further achieved all of our major enabling targets and a huge list of primary operational goals. These accomplishments ‘set the table’ for 2018/2019 which we move into with confidence. This is so because of our past successes and our ongoing commitment to the foundation of our successes – our continued focus on TVCC's core values and fundamental purpose: our clients at their best.



Christine Wellenreiter
Board Chair

Dr. John A. LaPorta
Chief Executive Officer

“A wise man adapts himself to circumstances, as water shapes itself to the vessel that contains it.”

Chinese Proverb

In 2017-18 Thames Valley Children's Centre ...

received more than
4,500 referrals

served more than **9,000**
clients and families

provided service in
10 counties
(Southwestern Ontario)

provided over **226,000 hours**
of client care in more than 700 settings

has 14 office locations
throughout the
Southwestern Ontario

Region

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

was supported by more than
200 Volunteers
who provided nearly 3,600
hours of support

provided more than
2,800 hours of
clinical education



I Can Do Anything!

Splinting and Casting Service ...

*Provide the right supports and service;
mix in the encouragement and love of a family;
add the will of one determined little girl,
and anything is possible!*

When you first meet Jordyn, she can be rather shy and quiet. Unless of course you ask her about sports. Then she gets this twinkle in her eye and a wide smile spreads across her face as she hurries to tell you about her favourites.

Hockey, baseball, soccer and dance are at the top of her list – she adores participating in them all.

But there was a point in her young life when her family worried she wouldn't be able to walk, let alone run, skate or twirl. Then they were referred to Thames Valley Children's Centre and everything changed.

Our staff at TVCC committed to helping Jordyn be at her best. We noted that her heel cords were too tight and needed to be loosened for her to walk.



Jordyn Age 7, first night with her splints



Jordyn running in the 2018 Forest City Road Race

*“I was so happy walking around,”
Jordyn recalls. “Now the next thing
I wanted to learn was to run, but my
legs weren't strong enough yet.”*

She was seen by our Splinting and Casting Program. After multiple sets of casts and splints over two months, she took her very first steps.

Jordyn continued using the Splinting and Casting Program and also learned important stretches and exercises from our staff.

She was finally able to play sports for the first time a year later. She loved it!

Now seven years old, Jordyn wears only her night casts and will continue with them until she stops growing so her heel cords stay loose.

"I never gave up. I wanted to be running around playing like my friends."

Jordyn is a determined little girl and she practices her heart out to excel on the ice, field and dance floor. Importantly, she is also happy and confident, which we hope we had some part in.



Game on!



Just another beautiful day!

*"I can do anything," she says.
"I know that I will rise to any challenge that I am faced with and fulfill my hopes and dreams."*

Summary Financial Statements

Thames Valley Children's Centre Financial Highlights Year Ended March 31, 2018 (with comparative amounts for 2017) (all in 000's)

Summary Statement of Operations

	2018	2017
Revenue		
Ministry of Children & Youth Services		
Rehab	\$8,261	\$8,279
Autism	18,000	16,181
Grey Bruce Preschool Speech & Language	685	475
Ministry of Health (Priority Programs)	651	629
Fundraising and Donations	998	976
Fees for Service	3,190	3,531
Investment Income	78	642
Other	985	938
Total Revenue	\$32,848	\$31,651
Program Expenses		
Clinical & Technical Specialty Services	\$5,685	\$5,941
Early Childhood & School Age Adolescent Services	7,086	6,951
Grey Bruce Preschool Speech & Language	743	521
Autism Services	18,007	16,194
Research	257	296
Community Resources	526	572
Expenditures for Special Purposes	2	10
Amortization of Capital Assets	880	830
Total Program Expenditures	\$33,186	\$31,315
Excess (Deficiency) of Revenues over Expenses	(\$338)	\$336



Kids are kids! The cotton candy gang

Vision

Our clients at their best!

Summary Statement of Cash Flows

	2018	2017
Cash provided by/(used in) operating activities	\$1,235	\$882
Cash provided by/(used in) financing activities	158	496
Cash provided by/(used in) investing activities	(185)	(715)
Cash and short-term deposits, beginning of year	1,116	453
Cash and short-term deposits, end of year	\$2,324	\$1,116

Summary Statement of Financial Position

	2018	2017
Assets		
Current Assets	\$3,118	\$2,132
Capital Assets	10,443	10,774
Investments	8,204	8,772
	\$21,765	\$21,678
Current Liabilities	\$5,037	\$4,237
Long-term Credit Facilities	-	80
Deferred Contributions	10,519	10,814
Net Assets		
Internally Restricted	5,471	5,471
Unrestricted	738	1,076
	\$6,209	\$6,547
	\$21,765	\$21,678



Vikram with his mom

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:

	2018	2017
Money Market	\$1,025	\$1,066
Bond Funds	3,125	3,143
Equity Funds	4,054	4,563
	<u>\$8,204</u>	<u>\$8,772</u>

Investment income consists of the following:

	2018	2017
Dividends & Interest	\$230	\$231
Equity Funds	(152)	411
	<u>\$78</u>	<u>\$642</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 \$204 (2017 - gain of \$388).

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, 2018, 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, 2018. We expressed an unmodified audit opinion on those financial statements in our report dated May 28, 2018.

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

Management's responsibility for the summary financial statements

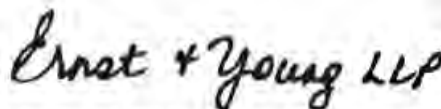
Management is responsible for the preparation of a summary of the audited financial statements on the basis described in the Notes to the Summary Financial Statements.

Auditor's responsibility

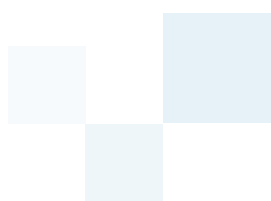
Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard 810, "Engagements to Report on Summary Financial Statements."

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, 2018 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 (2017-18)

Ms. **Christine Wellenreiter**, *Board Chair*

Mr. **David Elliott**, *Vice 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**, Chair, Human Resources Committee

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

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

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

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

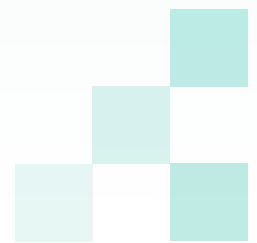
Mr. **Jack Scott**, Rotary Representative and Member, Operational Priority Committee

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

Mr. **Van Simpson**, Co-Chair, Finance & Facilities Committee

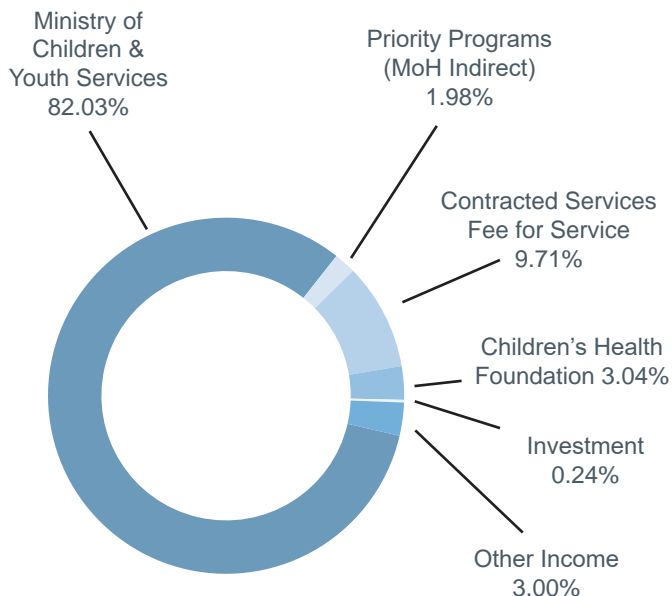
Ms. **Jennifer Timmermans**, Family Representative and Member, Client Advisory Committee

* Officers of the Board position shown in **bold**

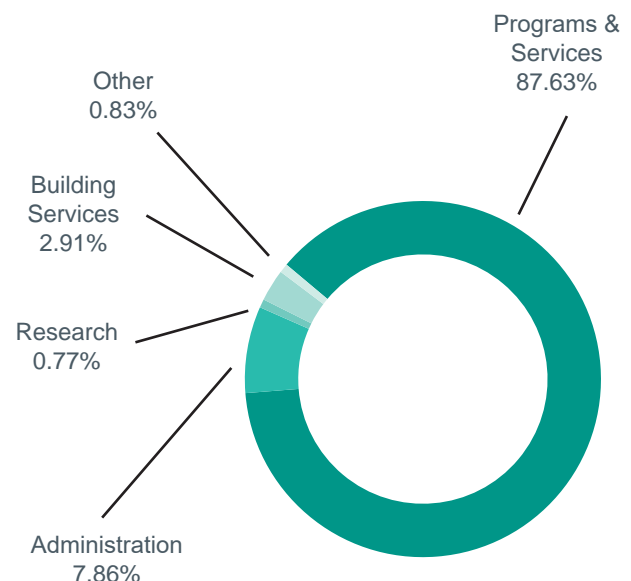


Funding Sources and Expenditures

Funding Sources 2017-18



Expenditures 2017-18



Annual Donors (April 1, 2017 - March 31, 2018)

Thank you to our generous supporters!

Gifts of \$100,000 or More

Children's Health Foundation

Gifts of \$25,000—\$49,999

Brandon Prust Foundation
CIBC Wood Gundy ~ The O'Neill Team
Freedom 55 Financial Championship
London Life Forest City Road Races
Start.ca Sports Celebrity Dinner and Auction

Gifts of \$10,000—\$24,999

Concert for Kids
CIBC Children's Foundation
Rotary Club of London North

Gifts of \$5,000—\$9,999

The Great West Life Assurance Company
Peter and Lucia Cook
Raymond James Mentoring for Charity
Golf Tournament

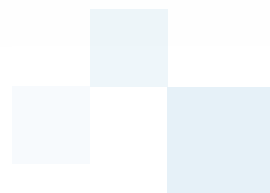
Gifts of \$1,000—\$4,999

Bill Pettipas
Chorley + Bisset Employees Charitable
Contribution Plan
Estate of Clara Leila Tupper
Kiwanis Club of Ingersoll - Chip-in-Fore-Kids
Grant Bradley
Great Lakes Copper Inc.
Jim D. Cressman
John and Suzi LaPorta
London Hydro Employee Charity Chest Organization
Fund
London Life Insurance Co.
McCormick Canada & McCormick Canada
London Employees
RM Berry Memorial Fund
Dr. Sean Beattie
Susan Smedley
Veronica Vanderborght

Gifts of \$500—\$999

Amber Foundation
Autumn Dental Studio
Belmont Lioness Club
Bob and Linda Bolack
Cathy Alsemgeest
City of London Charity Chest Fund
Craig Wood Investment Counsel Inc.
George and Rhonda Thompson
Great Lakes Copper Inc. ECCO
Jack and Carolyn Scott Fund
The Jaden Ella Wood Memorial Fund
Linda Eligh
Marguerite Wales
Nicole Wintjes
The Paul & Kathy Walker Family Charitable Foundation
Physiotherapy Student Council - Western University
Picton Mahoney Asset Management
RBC Global Asset Management Inc.
Sheila Case
Suzanne Larouche
Warren Granger

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



Signature Events and Sponsors (April 1, 2017 - March 31, 2018)

2018 Start.ca Sports Celebrity Dinner & Auction

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

980CFPL
Bell Media
Blackburn Radio
Cliniko
CTV London
Delta Hotels
Digital Echidna
Fm96
Free 98.1 FM
Fresh Radio 103.1
Nothers Signs & Recognition
Pete's Sports
Rogers TV
The London Free Press
The P.A. Shop
The Rotary Club of London
Upstaging Limited
Voyageur Transportation

2017 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
Country 104
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
Shift
Skor
South Western Digital
The D'Arcy Lane Institute
The London Free Press
The Londoner
The Park Hotel
Tourism London
Via Rail Canada
Western Fair District



Making a new friend

*"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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