



GrandviewKids

ANNUAL REPORT

2016 - 2017

...inspiring possibilities
for children and youth
with special needs



MESSAGE

from Grandview Children's Centre Chair and CEO

For over 64 years Grandview Children's Centre has been providing exceptional care to children and youth with special needs and their families across Durham Region. Each day we are reminded of the impact our work has in the lives of those we are honoured to work with. Grandview families refer to the impact as their **Game Changer** moment; a moment that they perhaps did not dare dream about until it happened.

Metroland Durham Region Media Group interviewed several Grandview families and wrote about their inspiring stories. We invite you to be inspired as well by reading these articles. <https://www.durhamregion.com/durhamregiontopics/7263418-game-changers-a-look-at-grandview-children-s-centre/>

Over the past year, our dedicated and expert Grandview staff and volunteers worked in partnership with families to obtain the outcomes they desire. By bringing research findings and evidence into the care and practices of Grandview we ensure leading edge outcomes, support and services to thousands of kids every year.

This annual report offers a glimpse into some of the work and achievements of the past year. We are proud of how far we have come and how far we are reaching to ensure new and exciting accomplishments for the future.

All six of our locations are buzzing with activity. Last year alone, our paediatric experts conducted 62,694 appointments to serve 5,908 families. We found innovative ways to partner with additional professionals and other organizations to ensure we are delivering seamless and accessible services to more kids.

The Ontario Special Needs Strategy and The New Ontario Autism Program's implementation planning that is underway will transform traditional service delivery across Ontario and we are excited to bring these advances in care to families beginning in late 2017 and continuing through 2018 and beyond.

The Board of Trustees of Grandview was very pleased to host Ministry of Children and Youth Services Minister Michael Coteau in December 2016. The Minister met with Grandview families and the Board to hear firsthand the longstanding and urgent need to build a New Grandview. By now you may know that we were funded and can finally, after nine long years, proceed with the Major Capital Project.



Judy Robinson

Judy Robinson
Chair of the Board



Lorraine Sunstrum-Mann

Lorraine Sunstrum-Mann
Chief Executive Officer

VISION

Inspiring possibilities for children and youth with special needs.

MISSION

To provide service and support for children and youth with special needs and their families to achieve their personal best.

All five of our Durham MPPs worked hard to make this approval a reality and we thank them for their steadfast efforts. This historic approval will allow us to build a modern facility to serve the kids and families of today and the hundreds of thousands who will need Grandview in the decades ahead. The Board of Grandview has been relentless in their resolve to bring this dream to Durham and worked tirelessly on behalf of the kids.

The Grandview Children's Foundation continues to do tremendous work to raise the friends and funds needed to help Grandview Kids. We are inspired by their achievements and thankful for their unwavering support.

Next year Grandview turns 65; a year traditionally thought of for retirement. Grandview has no such plans! We are energized by the Capital Build announcement and committed to continue to deliver outstanding services and supports to Grandview Kids and families.

We invite you to look back at the last year and join in the excitement ahead.



COMING SOON



CLINICAL SERVICES

The Clinical Services Team continues to be inspired by Grandview Kids and their families to improve the quality and quantity of service. Here are a few highlights from 2016-2017.

- The 5th Annual Spring Into Literacy Conference was a huge success! This event is planned with a number of community partners. The positive feedback was overwhelming. 97% of the participants agreed or strongly agreed that they learned new strategies/activities to help develop children's literacy skills
- Durham ABA Services and Supports for Children and Youth with Autism Spectrum Disorder turned five this year! The additional investments by the Ministry of Children and Youth Services resulted in 742 being served, surpassing the target of 675.
- Occupational therapists hosted a Modified/Accessible Van Fair bringing together multiple vendors and families at one location.
- Social Workers facilitated a Link and Learn series for families focusing on the "F-words" in Childhood Disability.



RECOGNITION OF GRANDVIEW EXCELLENCE

We strongly believe that continuously improving our practice results in a better experience and outcomes for Grandview Kids and their families.

- Our 3rd annual staff interprofessional learning and development day continued with a focus on family-centred care emphasizing "How to Listen in Complex Situations" and an interactive afternoon session allowed team members to gain a better understanding of the roles of other members of the Interprofessional Team.
- Grandview staff continue to contribute knowledge translation to our local school boards on paediatric rehabilitation topics such as Augmentative and Alternative Communication (AAC) in the Classroom, Seating, and Language Development Through Play
- Going beyond Grandview... We are extremely proud of our staff and their contributions to their professions:
 - Maria Susini, Physiotherapist, partnered with CanChild (Centre for Childhood Disability Research) for a presentation on the "F-words" in Childhood Disability at the 2nd Annual CP Net Day at Holland Bloorview Kids Rehabilitation Hospital.
 - Kathy Sparrow, Occupational Therapist received the Queen's University 2016 OT Clinical Educator Award

DEVELOPING AND ENHANCING PARTNERSHIPS

Transition Committee was re-established to improve transition from Grandview to school-based speech and language services. Membership includes representatives for Speech and Language services from Grandview, our local school boards, and the Central East Community Care Access Centre. This year's accomplishments included a multi-agency consent form, revisions to the brochure "Making the move from Preschool to School-based Speech and Language Services" and a tremendously successful professional development event for Speech-Language Pathologists and Communication Disorders Assistants from Grandview and the school boards.

Grandview's Occupational Therapists provided consultation regarding the sensory impact of the environment and self-regulation to one of the Ontario Early Years Centre Hub School Readiness programs. This initiative included a number of community partners with the objective of helping preschool children be better prepared for school.

A big "thank you!" and best wishes to Jean Lavalley and Val Dykes, Managers of the Preschool Outreach Program, who retired on December 30, 2016. Jean completed 44 years and Val completed 27 years of dedicated service to thousands of children, youth and families. It was somehow fitting that they would retire together, as they have been a force as a team!

The new Preschool Outreach Program Managers, Krista Witherspoon and Meredith Stratton are connecting with the child care centres as well as other community programs and resources to continue to support Grandview Kids' participation in their early learning environments.

The Clinical Services team is poised for an exciting and transformative year ahead!



CLINICAL SERVICES STATISTICS

NUMBER OF CHILDREN WHO:	2016/17
Were referred during the year	3,311
Received services during the year	5,908
Are on assessment wait lists (excluding Medical Services, Specialty Clinics and Durham ABA-based Autism Services)	1,295
Are waiting for assessment or service initiation in any program	2,771
Are on caseload	5,229

OTHER KEY STATISTICS	2016/17
Total Visits	62,694
Total Client Care Time (Hours)	100,289

GRANDVIEW CHILDREN'S CENTRE Statement of operations for the year ended March 31, 2017

	2016/17
REVENUE	
Ministry of Children & Youth Services	\$10,105,323
Ministry of Community & Social Services	152,976
Regional Municipality of Durham	465,067
Other revenue	1,151,945
Total revenue	11,875,311
EXPENSES	
Salaries & wages	
Client services	6,982,042
Administrative services	1,122,297
Total salaries & wages	8,104,339
Employee benefits	1,869,426
Supplies & operating expenses	
Client services	1,063,812
Administrative services	401,499
Building services	436,235
Total supplies & expenses	1,901,546
Total expenses	11,875,311
EXCESS (DEFICIT) REVENUE OVER EXPENSES	\$0

A complete set of audited financial statements is available upon request from Grandview Children's Centre.



At Campbell Children's School we... CHALLENGE, CELEBRATE & STRENGTHEN!

Campbell Children's School Authority is the education partner of Grandview Children's Centre. Our school is one of the six schools located in Children's Treatment Centres in Ontario that are mandated under Section 68 of the Education Act. Campbell Children's School does not belong to any of the local school boards, and as such, has its own trustees who govern the operations and policies of the school.

- Accepted students have multiple physical needs and/or severe speech needs
- We have 4 Full Day Kindergarten classes with an integrated group of children of various ages (usually JK, SK, and Grade One)
- Each classroom has a Special Education Teacher and an ECE
- School Support Staff (Educational Assistants) help foster students' independence while supporting students' physical and emotional needs
- Our students' home boards may be Durham District School Board (DDSB), Durham Catholic District School Board (DCDSB), Kawartha Pine Ridge District School Board (KPRDSB), or Peterborough Victoria Northumberland Clarington Catholic District School Board (PVNCCDSB)
- All students are all eligible for transportation to and from school on a daily basis
- Spaces are also available for students referred by Grandview requiring short-term post-surgery placements
- Educators and therapists collaborate together on educational and therapeutic goals
- Host for College and University placement students, High school co-op placement students, volunteers, and community partners



STATISTICS

School Year	Referred	Accepted	Post-Surgery
2017/18	78	38	N/A
2016/17	85	38	N/A
2015/16	74	34	1
2015/14	46	31	5
2014/13	59	30	2



MISSION STATEMENT

Campbell Children's School, in collaboration with Grandview Children's Centre, nurtures each child's unique abilities through programming to develop skills, self-confidence and independence, for a successful transition to the home school.



MEDICAL AND DIAGNOSTIC SERVICES

This year marked a landmark accomplishment for Grandview. We have expanded our medical services to include four community Paediatricians, Dr. Tanya Buors, Dr. Sonali Mohile, Dr. Susan Campbell and Dr. Chris Montgomery. The Paediatricians are well known in our community for excellence in paediatrics and commitment to improving care for children with special needs and mental health issues. The model is based on these talented physicians continuing to work in their offices, but Grandview is now engaged in a reciprocal referral arrangement and we will work together to find creative ways to better serve the children who need us. Grandview CEO Lorraine Sunstrum-Mann, Dr. Carolyn Hunt and Dr. Tanya Buors were invited to present this work to the leadership stream at the OACRS conference. Grandview's larger network, now known as the Paediatric Associates and Advocacy Network of Durham Region, supported by Grandview Children's Centre (G-PAAN) continues to flourish, and collaborative discussions with the Special Needs team from the Durham District School Board have been the focus of this year's meetings.

Grandview's expansion in medical services last year continues to put Durham Region families in a favourable position with respect to access to diagnostic services. Grandview's developmental paediatricians saw nearly 700 new referrals. More than 2,000 appointments were completed, which is in addition to the over 1,000 visits that took place in our clinics, including Nutrition, Orthotics, Muscle Tone, Optometry, and Orthopedics. This year we were excited to receive new funding to address gaps in diagnostic services across Ontario, known as the Autism Spectrum Disorder Hub funding. In Durham we identified a significant need for older children with possible ASD to access diagnosis; traditionally this has been out of the scope of work we have completed at Grandview. Grandview applied for and was awarded funding to meet this need. We have been able to work with our paediatric associates and provide specific training to them, as well as some of Grandview's clinical staff. We have partnered with Psychologists in the community to complete this exciting work and look forward to this funding continuing into the next fiscal year. We continue to look for ways to work with our local hospitals, and to work diligently to bring much needed specialized paediatric medical services to Durham Region to partner with Grandview, including paediatric neurology and complex care clinics.



COLLABORATIVE RESEARCH

Grandview had a very exciting year working on our strategy related to Research. In May 2016 we held a formal Research Strategy Workshop attended by the research committee, discipline leads, managers, community partners and Board members. From this we were able to develop Grandview's Research Philosophy, Guiding Principles and goals for the next two, five and ten years respectively. This was done to ensure we have a clear vision leading up to the Centre's strategic plan development next year. Grandview continued to commit to the Ontario Integrated Discovery Network (CP-NET) project and was a key collaborator and contributor. We are thrilled to have submitted the first manuscript from this scope of work for publication. In addition, our work with UOIT on the Wii project has been accepted for publication and the Hyperbaric Oxygen Systematic Review completed by the section of Community Developmental Paediatricians was published. This latter publication made an important contribution to the literature helping our families realize that there is no convincing evidence that this helps children with Autism Spectrum Disorder. Instead, it helps to keep them focussed on evidenced-based care, like that offered at Grandview.

We were most proud of our Inaugural Research Day on November 18th, 2016. It was facilitated by the esteemed leader in the field of Developmental Disabilities Research, Dr. Peter Rosenbaum. He lead discussions around next steps for Grandview along our research continuum and congratulated us on the great depth of research work we are doing in a community setting. His keynote address was greatly appreciated by the more than 100 attendees who came from our key partners in the community as well as Grandview staff interested in research. We were proud to present information on four of our most exciting projects. Dr. Rosenbaum extended his heartfelt commendation to the Board of Directors of Grandview Children's Centre for their forward thinking approach to Research and Innovation at a Children's Treatment Centre.





THERAPEUTIC RECREATION

The best kind of therapy is when the client is having so much fun that they don't even realize they're participating in therapy! Therapeutic Recreation strives to ensure this is the case in all of their programs designed to be engaging, fun and outcome based.

At Grandview, Therapeutic Recreation offers opportunities and support to children and youth to develop and maintain skills, knowledge and behaviours through participation and inclusion in recreation and leisure. Therapeutic Recreation focuses on physical literacy, creativity, self-expression, confidence building, group participation and leisure education skills.

- Over 1,300 hours of groups were offered in 2016/2017 with 515 clients participating.
- An Introduction to Parasport program was offered in partnership with the Abilities Centre, thanks to a grant from Canadian Tire Jumpstart.
- An Active Start program for children 1.5 – 6 yrs with developmental disabilities including autism is being offered in partnership with UOIT thanks to a grant from the Ontario Sport and Recreation Communities Fund.
- Therapeutic Recreation partnered with UOIT, the Town of Ajax, Town of Whitby, City of Oshawa, and the Pickering Soccer Club to offer community based programs for children and youth with special needs.



FAMILY ADVISORY COMMITTEE

Our Grandview parents are instrumental, expert advisors. Their kids are why we give our best every day.

Grandview's Family Advisory Committee (FAC) saw continued growth in 2016, reaching 16 members across all of our sites in Durham Region.

The FAC acts as a resource to the Centre's Board of Trustees and CEO, enabling families to have a voice regarding strategic decisions. The FAC provided input on proposed changes to the reporting system for the Preschool Outreach Program and a new partnership with Medic Alert.

In 2016/2017, the FAC offered several opportunities for families of Grandview Kids to network, including a spring trip to the zoo, a family picnic, an accessible Halloween event in collaboration with Clarington Central Secondary School, and the annual Sensory Santa sessions.

In 2016, the FAC trialed an event called an "Unbirthday Party", which allowed our clients who had never had an opportunity to attend a birthday party, to practice their celebration skills.

Invested and committed, Grandview staff, volunteers and families are moving forward together to build a strong community and vibrant future.

EXECUTIVE:

Melodie Muir	Leanne Osborne-Floyd,
Andrea Belanger	Amanda Wallace-Gallant

MEMBERS:

Wendy Weckworth	Katie McCreary
Dawn Potter	Tanya Sebben-Bier
Vickie Derby	Jacki Nemisz
Erin McPhedran	Beth McBarnett
Heather Shearer	Krista Ormsby
Niki Huxtable	Jodi Brawn



THANK-YOU

from Grandview Children's Foundation Board Chair and Executive Director

2016/2017 was a pivotal year for us at the Foundation, largely thanks to the community of business people, organizations, and individuals who collectively stepped up with funding and resources to help bring services to children and youth with all types of special needs.

Together, we raised a record amount of money – more than \$1,000,000. While that is fantastic, we still urgently need the community's support to help build a new Grandview and to ensure the necessary resources are available to help children and youth with special needs of today and tomorrow.

Over the last year we also drew inspiration from the Grandview Kids and families who work with the Centre to identify significant but attainable goals that will build toward their futures. For us at the Foundation, this means laying the groundwork for a sustainable way to fund and offer the urgent resources children and youth with special needs and their families require.



Bryan Yetman
Chair of the Board
Grandview Children's Foundation

Brigitte Tschinkel
Executive Director - Development
Grandview Children's Foundation

A record goal of **+\$1,000,000** raised!

To reach these milestones, it took the resounding support of Durham Region's businesses, community leaders, and individuals as well as funders from across Canada. The sound of these collective voices and pooled resources are helping Grandview Kids and families take small inches forward, managing their unique medical situations, learning new tools to help them communicate, how to move, how to socialize and how to make connections with others.

We are all humbled by the love and support to find ways to fill the widening gap that our Grandview families face, and we are deeply grateful for the willingness to join together to bring desperately needed resources to Grandview Kids.

Thank you.



HOW CAN PEOPLE GIVE to Grandview Kids and Families?

- Matched giving through company employee giving programs
- Corporate and Individual gifts
- Monthly donations
- Planning community fundraisers
- Donating investments
- Attending the Grandview Kids events
- Making a lasting legacy gift to Grandview

grandviewkidsfoundation.ca

Kids should be able to be kids – Mom says Grandview does that

When you ask Katie to tell you about her kids, she sounds like all happy and proud mothers. She will share that Mahdi, 13, and Xander, 10, are happy boys, and about how newborn daughter Isla is a wonderful baby.

Katie will also share how Mahdi loves to play basketball, attend school and hang out with his friends. When she speaks about Xander she laughs, saying "he's spunky." To explain, Xander likes to push his ear up against speakers to feel sound vibrations. And, he often thinks he's funny when he isn't... but this makes the people around him happier.

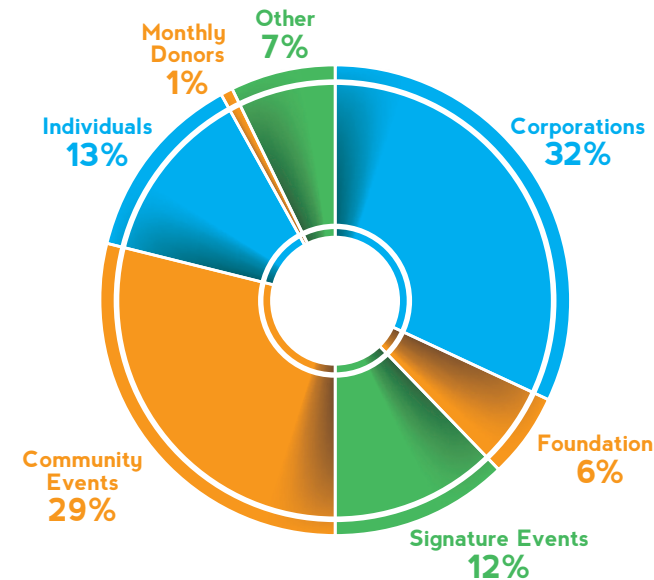


When you dig a little deeper, and ask Katie to share how her boys interact with Grandview Children's Centre, there is a different kind of pride in her voice. It likely comes from working with the Centre to figure out how to make daily family life with a special needs family one where her kids are discovering new abilities, acquiring new skills, and discovering their own possibilities. And to do all this in a way that lets kids BE kids.

When she first started working with the Centre, Katie shared that she and her husband Brad were nervous waiting for diagnoses. And the worry about all the advice and extra things they may need to do was overwhelming. Mahdi has been diagnosed with Down Syndrome and Xander lives with a series of medical complexities including a Down Syndrome diagnoses. He is also considered functionally deaf with low vision, and for the first formative years of his lives, his body couldn't absorb nutrients properly.

Since these early days, Katie and Brad have mastered the art of day-to-day living with a special needs family and are often at the Centre with one or both of their boys. They access physio, the medical professionals and numerous camps. The friendships they have made with other Grandview families have been invaluable, Katie says. She also says that the way the Centre's specialists make all activities and therapies fun prompts the boys to want to go to Grandview.

This comprehensive, multi-team and kid-friendly approach is one of the reasons why the boys enjoy full and happy lives... and ones where they have fun. Because Katie is right... kids should be able to BE kids.



\$1,046,582
RAISED IN 2016/2017

Corporations	\$ 340,499
Foundations	\$ 62,200
Signature Events	\$ 127,634
Community Events	\$ 311,370
Individuals	\$ 145,858
Monthly Donors	\$ 15,773
Other	\$ 75,338





The Board of Trustees at Grandview do not take lightly the high regard in which the organization is held in Durham Region and govern Grandview with skill, talent and dedication.

GRANDVIEW CHILDREN'S CENTRE BOARD OF TRUSTEES

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OUR VOLUNTEERS

We at Grandview are thankful for the work provided by our volunteer staff. More than 170 volunteers provided nearly 8,000 hours of service in a number of ways, such as in therapy groups, at our Welcome Centre, fundraising, and providing guidance as Board members.

Thank you for all you do in making a difference in the lives of Grandview Kids.



Grandview Kids volunteer, Joan Curtis received a certificate for 2,300 hours of volunteer service.

OUR STAFF



OUR SUPPORT

Thank you to the Grandview families, supporters, staff and volunteers for raising your voices for a new Grandview Children's Centre in Ajax. Your calls were heard loud and clear. We appreciate all you've done over the years to help us to get to where we are today.





Six locations across Durham Region
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