



ANNUAL REPORT



**Every child and youth living life
at their full potential**

Message

from Grandview Children's Centre Chair and CEO

We are delighted to share with you the 2017/2018 achievements of [Grandview Children's Centre](#). This year Grandview turned 65; a year often associated with retirement, however, we are showing no signs of slowing down. In fact, like those we serve our potential is growing with every step we take.

In the spring of 2017, the Provincial Government advised Grandview that our request for funds for a long-awaited new facility had been approved. Grandview's Board of Trustees considered this an optimal time to develop a new Strategic Plan.

In setting new strategic directions, the Board wanted to ensure that many stakeholders were heard. As part of the process, Grandview families, partners, staff and members of the paediatric network were engaged. In addition, surveys were conducted to reach additional partners and solicit input from other families and the public. This feedback combined with a review of emerging issues in the field of paediatrics, developmental medicine and children's rehabilitation were considered as we set out the directions for the next five years.

We know Grandview will be faced with managing new, increased demands in an environment of limited resources. Our strong foundation combined with our new Strategic Plan, "Building on Excellence" will chart the way to meet the challenges ahead, now and through to 2023. Our values, people, approach and relationships are our significant strengths on which we will advance. We must continue to sustain our excellence and strive to reach the next level.

Along with the significant effort of the Strategic Plan, this year Grandview continued to advance major transformation initiatives aiming to improve access and the service experience for children and youth and their families. [The Ontario Autism Program](#), [Autism Diagnostic Hubs](#) and the [Special Needs Strategy](#) are all in the early phases of implementation. Grandview is honoured to continue to hold a leadership role and work with many partners in Durham Region for these key initiatives to be realized.

Being accountable to those we serve takes many forms at Grandview. We measure ourselves against national standards and were proud to receive, for the second consecutive time, [Accreditation with Exemplary Status](#) – the highest possible award from Accreditation Canada, during a rigorous review this past year.

We are excited to announce that the work has begun toward building the New Grandview. The site due diligence, including environmental, archeological, hydrological and other assessments and surveys, has been completed and we are thrilled that our preferred concept for the location of the building suits the site well. We are now updating our functional plan as programs and services have changed since the original plan of 2008/2009. Once that work is complete, we will proceed with engineering and architectural drawings to complete the site plan submission approval required before construction begins.

Grandview continues to benefit from tremendous support in the communities across



It was a terrific day on November 3rd when we unveiled the sign marking the future home of Grandview Kids.

Durham Region. We launched a new website this past year to ensure Grandview families and the public have access to the most up-to-date information. We are thankful for the support of the local media in assisting us to get the stories of Grandview kids and their accomplishments and needs told.

[The Grandview Children's Foundation](#) continues to work to connect the needs of Grandview Kids with generous donors and we are very thankful for the critical funds that they raise each year. The new Grandview would not be possible without the local community support, including a \$5-million grant from Jeremiah F. Coughlan.

True to our mission of service provision, we set a new record for volume of services. In our 65th year we delivered 65,000 client visits to over 6,000 clients. We also have the highest number ever of kids waiting, with more than 3,000 kids on the waitlist. Doing more with less is required and in spite of no increase to our core funding in over six years we continue to innovate and find ways to increase the

number of client visits and reduce waiting, where possible.

As we begin to meet the expectations of our new Strategic Plan and advance the construction of the New Grandview, we stand firm on the foundation of the past 65 years of excellence. The Board of Trustees have set an ambitious course and will continue to provide leadership and guidance in the years ahead to ensure Grandview is there for the thousands of children and youth and their families across Durham Region.



Brad Phillips
Chair of the Board



Lorraine Sunstrum-Mann
Chief Executive Officer





Vision

**Every child and youth living
life at their full potential**



Mission

**To provide family-centred
paediatric and rehabilitation
services for children and youth
with physical, communication
and developmental needs**



Values

Caring and Commitment

Being kind and compassionate.
Relentless attention to safety and quality.

Trust and Respect

Believing our clients, families, partners,
volunteers and employees have capability
and competence; Valuing diversity of
background and perspective.

Accountability

Doing what we say we are going to do; Being
clear and open in all of our communications;
Dedication to well-planned, responsible, ethical
decisions on behalf of those we serve.

Whole Child and Family-Centred

Appreciating that family members are the
consistency in a child's life and so are at the
centre of the services we provide.

Innovation and Continuous Learning

Fostering a "culture of inquiry" and inspiring
each other to advance our capabilities; Being
flexible and innovative to accomplish goals.

Excellence

Advancing our clinical capabilities and
organizational practices; Leading the way
in our field.



It was another year full of opportunities for the Clinical Services Team!

In 2017-2018, we created more workshops for families and educators; supported Grandview kids and their families through more partnerships with community agencies; and hosted and participated in more interprofessional, interagency learning activities. Here are a few highlights:

Service Quality

The new [Ontario Autism Program \(OAP\)](#) was launched on June 26, 2017. Among the changes:

- Families remain in the program until the child's 18th birthday rather than being discharged after completion of a behaviour service plan.
- Families have access to more flexible, individualized service including foundational caregiver services, family support workers and a family service plan.
- With regards to foundational caregiver services, workshops on ten different topics have been offered by the Durham Partnership with family feedback being extremely positive. Families are offered a choice between direct service and direct funding options for behavioural services.
- An [Occupational Therapist](#) facilitated an orientation session on Sensory Processing with [Therapeutic Recreation](#) summer camp staff. This session provided the staff with additional tools to identify and reduce the risk of behaviour triggers during camp activities.
- [Preschool Speech and Language](#) launched two new parent workshops and hosted several workshops for Speech and Language staff from Grandview and local school boards.

Grandview Excellence

We continued our commitment to professional development and sharing our knowledge and practice with others to improve the experience and outcomes for children and youth with special needs and their families.

- Movement and Mindfulness: Yoga practice tailored for each participant by a [Physiotherapist](#). This client and parent coaching model uses mindfulness, meditation and breathing to decrease anxiety and improve physical health. The participant feedback was extremely positive including reports of improved breathing, increased relaxation without pain and a welcomed opportunity to meet new friends.
- Grandview has gone international with a special relationship with [Dzherelo Children's Rehabilitation Centre](#) in Ukraine. Like Grandview, this centre was founded by parents who wanted their children with special needs to be part of their community. Grandview clinicians and managers have hosted three skype sessions with the team at Dzherelo to share administrative and clinical knowledge and other resources. More are planned for the future.
- It was an exciting year of change and growth in the [Preschool Outreach Program](#). A new service delivery model was introduced in the Fall, using the skills of our amazing Speech-Language Therapy Assistants (SLTAs). These staff provided more consistent support to educators in licensed child care programs through hands-on coaching and collaboration.
- Our clinicians developed and facilitated workshops on a range of topics for Registered Early Childhood Educators. These workshops were attended by educators representing over 100 child care centres across Durham Region, and more topics are on under way!

Developing and Enhancing Partnerships

- Grandview [Social Workers](#) worked with [Carea Community Health Centre](#) for a warm hand-off of the Courage Club. The two agencies co-facilitated a session in the fall to ensure successful transfer of this program to Carea.
- Thanks to a capacity building grant from the [Region of Durham Children's Services Division](#), Grandview and Infant and Child Development organized an excellent interprofessional training day on Self-Regulation, with guest speaker Kim Barthel, [Occupational Therapist](#). 78 participants attended from four Durham agencies. According to a participant, it was “an amazing day, so much incredible insight to help us with our work”.
- Grandview played a supporting role in two community programs which help children transition to school: School's Cool and Building Blocks for School Success.



Clinical Service Statistics

# of children who	2017/18	2016/17	2015/16	2014/15	2013/14
Were referred during the year	3,430	3,311	3,146	2,792	2,755
Received services during the year	6,161	5,908	5,668	5,103	4,606
Are waiting for assessment or service initiation in any program	3,297	2,771	2,611	2,517	2,727
Are on caseload	5,942	5,229	5,056	5,348	5,385

Other Key Statistics

	2017/18	2016/17	2015/16
Total Visits	65,000	62,694	61,042
Total Client Care Time (Hours)	98,980	100,289	97,775



Grandview Children's Centre

Statement of operations for the year ending March 31, 2018

Revenue	2017/18
Ministry of Children & Youth Services	\$10,916,813
Ministry of Community & Social Services	\$153,512
Regional Municipality of Durham	\$511,374
Other Revenue	\$1,261,176
Total Revenue	\$12,842,875

Expenses	2017/18
Salaries & Wages	
Client Services	\$7,505,124
Administrative Services	\$1,231,646
Total Salaries & Expenses	\$8,736,770
Employee Benefits	\$2,012,503
Supplies & Operating Expenses	
Client Services	\$1,209,152
Administrative Services	\$459,033
Building Services	\$425,417
Total Supplies & Expenses	\$2,093,602
Total Expenses	\$12,842,875

**Excess (Deficit)
Revenue Over Expenses**
\$0



Campbell Children's School

Mission

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.



[Campbell Children's School](#) is the proud educational partner of Grandview Children's Centre. We strive to meet the ever-changing needs of the children in Durham Region who are accessing services at Grandview. In response, the school year of 2018-2019 will see Campbell Children's School welcoming students who are also accessing funds for therapy from the [Ontario Autism Program \(OAP\)](#). Some of our students will be in the classrooms for half the school day, then accessing IBI therapy offsite, for the remainder of their day. This attendance accommodation allows children to continue with their OAP therapy without an interruption to their routines, in addition to accessing [Speech-Language Therapy](#), [Occupational Therapy](#) and [Physiotherapy](#) within the school day while at Campbell's.

School Year	Referred	Accepted	Post Surgery	Early Transition to Home School
18/19	90	45	-	-
17/18	78	38	1	5
16/17	85	38	-	4
15/16	74	34	1	-
14/15	46	31	5	-
13/14	59	30	2	-

In addition, Campbell Children's School will continue to work with our coterminous boards to ensure that children can transition into their homeschools at the earliest point of success and accomplish therapy goals.

Once a student has been nominated for transition, which can happen at any point throughout the school year, the transition process begins. If a student transitions early from Campbell Children's School, most often a student is taken off the wait-list and school placement is offered to that family.



There are some students who attend Campbell Children's School that continue to work on their therapy goals, however, the classroom setting might not be embracing the whole-child needs. Often we find that students who are here in Grade One, find themselves conscientious of being in a Kindergarten classroom and are looking for more academic engagement with like-aged peers. These students are offered a part-time placement, in partnership with our coterminous board. The student spends two days of therapy at Campbells and spends three days per school week, at their homeschool.

Both schools communicate frequently and work collaboratively to extend academic goals between the settings, so there is minimal interruption of the child's learning. This type of placement provides the child with exposure to schoolyard socialization during more recess time, school assemblies, school masses (if the Catholic board is homeschool board), increased Grade One classroom /expectations including being seated at a desk and chair for lengthier amounts of time, and/or riding the school bus with siblings for shorter distances.





Collaborative Research

Here at Grandview, we value research. Our [Research Committee](#) is constantly on the lookout for new, innovative research projects. We are always open to learning and constantly strive to get better at what we do. This is an exciting year for our Research Committee, marking its 10-year anniversary. We are proud to receive several monthly requests from our partners to participate in research. We have a formal process for accepting research and a robust committee who ensures that the opportunities offered to our Grandview families are of the highest quality and add to our depth of knowledge in the field of disability. One of our greatest milestones this year was finally achieving our objective of journal access for all. All of Grandview's staff now has access to a search engine for allied health and medical databases, as well as access to full-text journals. We hope this development will spur further evidence-based practice, allow our team to complete formal literature reviews for presentation and help us turn great research into outstanding practice here at Grandview. Grandview's staff has had their research published in several journals this year, including the *Journal of Autism and Developmental Disorders*, *Genetics in Medicine*, and a chapter written by Grandview's Medical Director, Developmental

Paediatrician Dr. Carolyn Hunt on Cerebral Palsy in an international textbook titled *A Comprehensive Guide to Intellectual and Developmental Disabilities*, 2nd edition. [CP-NET](#) continues to be Grandview's biggest and most involved project. As CP-NET Year five nears completion, there are several papers in the works. The aforementioned publication *Genetics in Medicine* highlights that about 7% of kids with CP may have genetic findings. This landmark paper, in combination with other new work, has changed the practice in Ontario and we are happy to have had a large number of participants from Grandview involved in this research.

We have participated in many projects over the last year, including the second phase of the ACSF project (Autism Classification System of Functioning), the National Physical Activity Monitoring Study through the [Abilities Centre](#) and the Motor Skills Intervention Study with the [University of Ontario Institute of Technology \(UOIT\)](#) and we have continued to participate in this technology showcase with third- year engineering students from UOIT. Our first major innovation and technology project is finally here! A two-year planning period with [Ottawa University](#) and the Abilities Centre has resulted in the donation of a SoloWalk robotic walker for use by Grandview clients and clients of the Abilities Centre. The research to support the use of this technology began very recently, and we are excited to see the potential changes in mobility paired with a more free use of upper extremity function for youth using this technology.



Medical and Diagnostic Services

Medical Services continues to be very active, with our referral rate climbing higher each month. There have been close to 1,000 referrals to Medical Services this year. The current reported incidence of Autism is at nearly 1 in 60 children. Even with Dr. Shannon Knights off on maternity leave last year we saw over 500 new clients and had 2,200 visits in total. In addition, there were hundreds of visits to our specialized orthopaedic, spasticity management, dietitian and optometry clinics. Our core team, along with two of our community associates Dr. Tanya Buors and Dr. Susan Campbell, were able to meet the targets to secure our funding from the ASD Hub to support the centre's work in Autism Diagnosis. This work has allowed us to expand our evaluation and diagnosis to older children with possible Autism Spectrum Disorder. We desperately need funding to be able to add a psychologist to our team and continue to look for creative ways to achieve this. In 2017, we formally established a medication management committee and were happy to have this received favourably by the Accreditation Canada team.

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2018 marked key provincial initiatives in paediatric health care. Firstly, OHIP+ allows almost all medications to be covered, which is an incredible step forward. Secondly, Selective Dorsal Rhizotomy surgery is now once again available in Ontario as a treatment option for kids with Level III cerebral palsy. We are thrilled to be partnered with Holland Bloorview Kids Rehabilitation Hospital to identify candidates for this surgery, for kids to be able to have this surgery at SickKids instead of in the United States, and to be able to provide post-operative physiotherapy right here at Grandview, close to home!



Therapeutic Recreation

Therapy through play – that’s what Therapeutic Recreation is all about!

At Grandview, [Therapeutic Recreation](#) offers opportunities and support for children and youth to develop and maintain skills, knowledge and behaviours through participation and inclusion in recreation and leisure. All programs are designed to be engaging, fun and outcome-based. Therapeutic Recreation focuses on physical literacy, creativity, group participation, leisure education skills, self-expression and building self-confidence.

- Over 1,400 hours of group interventions were offered in 2017/2018 with 587 clients participating. Programs included taekwondo, Let’s Get Active, Active Start, swimming lessons, camps, LEGO and a variety of play-based groups.
- 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 was offered in partnership with UOIT thanks to a grant from the Ontario Sport and Recreation Communities Fund.
- A Boccia Bratz program was offered in partnership with [Cerebral Palsy Sport Ontario](#).
- Therapeutic Recreation partnered with UOIT, the Town of Ajax, City of Oshawa, and the Abilities Centre to offer community-based programs for children and youth with special needs.

Our Advisory Committees

Our families are why we give our best every day.

Grandview's [Family Advisory Committee](#) (FAC) evolved in 2017 to adopt a subcommittee format. This allowed them to grow to 18 members and extend their reach to each one of our sites and every program we offer at Grandview.

The FAC acts as a resource to the Grandview Children's Centre Board of Trustees and the CEO, enabling families to have a voice regarding strategic decisions. The FAC now boasts committees focused on programs and policy, family events, education, networking and the capital project.

In 2016/17, the FAC offered several opportunities for families of Grandview Kids to network, including a family picnic, an accessible trick-or-treating event in collaboration with Clarington Central Secondary School, the annual Sensory Santa sessions and multiple paperwork parties and binder bootcamp education sessions, which help families organize all the important paperwork regarding their child's diagnosis.

In December 2017, Grandview's Youth Advisory Committee was created. Members include current Grandview kids, siblings and grads from 12-25 years old. This motivated group of youth are looking forward to hosting an "Amazing Race" event for families as well as taking the lead on our annual Halloween event.

Invested and committed, Grandview staff, volunteers and families are moving forward together to build a strong foundation for our children's future.



Family Advisory Committee

**Dawn Potter
Andrea Belanger
Leanne Osborne-Floyd
Amanda Wallace-Gallant
Melodie Muir
Vickie Derby
Erin McPhedran
Katie McCreary
Jacki Nemisz
Krista Ormsby
Beth McBarnett
Jodi Brawn
Annette Neufeld
Amber Fancy
Barbara Sparkes
Claudia Nossier
Marilyn Robitaille
Kelly Smigielski**

Youth Advisory Committee

**Ashley Muir
Liam Cox
Amanda Power
Nicholas Barry
Mackynzi Wilson**

Thank You!

From Grandview Children's Foundation
Board Chair and Executive Director

As we **CELEBRATE** last year's successes, we ask you to **BELIEVE** in the future.

Thanks to our generous and supportive community of donors, for the second consecutive year, [Grandview Children's Foundation](#) raised over \$1,000,000. We gratefully acknowledge all the caring individuals, businesses and organizations whose contributions changed lives and made so much possible in 2017/2018. You helped Grandview kids move, play, learn, communicate and connect in ways their families never dreamed possible. These smart and courageous kids are an inspiration, so let's celebrate every step they take.

Whether those steps are measured in metres or milestones, each one is meaningful. They invite us to believe in these children, which is why we are calling our campaign in support of the new Grandview headquarters **BELIEVE**. The goal is to raise \$20 million to build and support an expanded, fully accessible facility in Ajax by 2022 so that more children with communication, physical and developmental needs can benefit from Grandview's transformative programs and services. With community support we are well on our way to reaching our goal, with 65% raised to date. To express our immeasurable gratitude to Jeremiah F. Coughlan for his generous lead gift of \$5,000,000, we will be naming the new Grandview Children's Centre in his honour. The funds we raise together during the **BELIEVE** campaign will ultimately create more treatment space and reduce wait times for area families, ensuring that thousands more Durham Region children will have the opportunity to take life-changing steps toward a bright and fulfilling future. In 2017/2018, you helped so many deserving

children discover their drive and determination, so we thank you for your amazing generosity and heart, and for believing in Grandview Kids — every step of the way.

Thank you



Bryan Yetman
Chair



Brigitte Tschinkel
Executive Director -
Development, Grandview
Children's Foundation

How You Can Support Grandview Kids

- **Donate Monthly**
- **Donate Investments**
- **Plan a Fundraiser**
- **Attend a Grandview Event**
- **Become a Corporate Partner/Sponsor**
- **Leave a Lasting Legacy**
- **Participate in your Workplace Giving Program**
- **Give a One-Time Gift**

Giving to Grandview:

Why Mike Ambler Donates

Mike Ambler was hooked on Grandview Kids the moment he walked through the door. “Every time I drop by and see the children, I am inspired. They have challenges to be sure, but they are happy and thriving. Grandview’s doing great things.”

Mike and his family have been loyal and generous friends to Grandview for years. In fact, the Ambler family’s longstanding association with Grandview Children’s Centre dates back decades. Mike’s wife, Catherine, was a founding board member when Grandview Children’s Foundation was established in 1995. Catherine sat on the boards of both the Centre and the Foundation and has served as Board Chair. A community-minded businessman, Mike believes that supporting local organizations and charities is important. “You can see the difference you are making,” he says. Over the years, Mike has contributed to Grandview as an individual donor and through the family business, [Swish Maintenance](#).

When the province announced the approval of the new Grandview Children’s Centre, Mike was thrilled. “This long-held dream — ten years in the making — would not be possible without the dedicated efforts of so many people, past and present. Opening day will



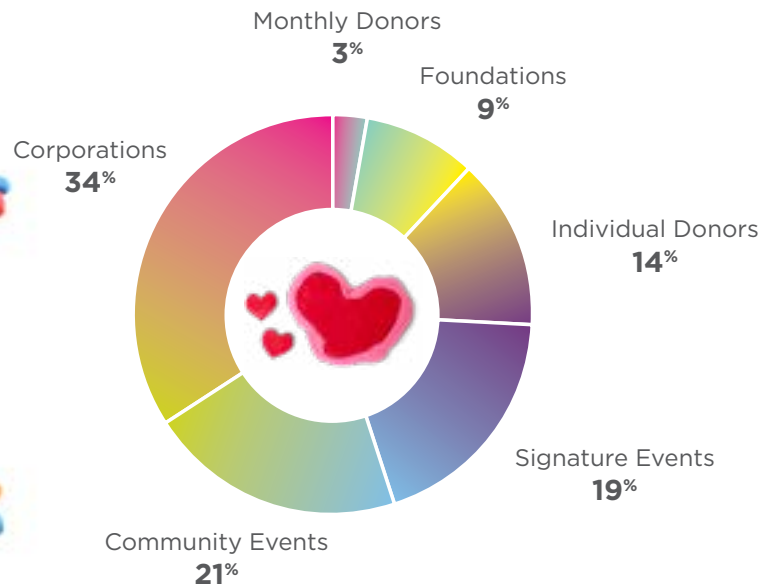
Mike Ambler

Grandview Kids Donor

be a proud moment for all.” While pleased to see high-profile community members getting behind the BELIEVE campaign in a big way, he urges the entire community to contribute to the construction and support of a new Grandview. “Without you, it won’t happen. We won’t cross that finish line,” says Mike Ambler. “I will encourage people to support BELIEVE, but I’d like them to experience Grandview for themselves. Once they see those amazing kids, they will be touched by their smiles and inspired by their courage. How can you walk into Grandview and not feel your heart melt?”

Believing in Grandview Kids

Your Annual Contributions





Our Volunteers

Thank you to our incredible volunteers. Volunteers from all walks of life help with therapy groups, at our welcome centre, fundraising and providing guidance as board members. Over 180 volunteers provided 8,483 hours of service to Grandview over the last year.



Our Staff



Our Board

Grandview Children's Centre Board of Trustees

Brad Phillips Chair • **Scott Ovenden** Vice Chair • **Greg Raven** Treasurer, Trustee & Chair of the Finance and Facilities Committee • **Chris Chadwick**, Trustees & Chair of the Priorities and Performance Committee • **Denise Jones** Trustee & Chair of the Governance Excellence Committee • **Andra Duff-Woskosky** Secretary & Trustee • **Chris Kooy** Trustee • **Judy Robinson** Trustee • **Todd Ramsey** Trustee • **Monica Foley** Trustee • **Bryan Yetman** Trustee & Chair of the Grandview Foundation Board

Grandview Children's Foundation Board of Directors 2017-2018

Bryan Yetman Chair • **Steve Leslie** Secretary/Treasurer • **David J. Toswell** Director
Melissa Belliveau Director • **Mike Forman** Director • **Steve Curry** Director
Brad Phillips Chair - Grandview Children's Centre • **Lorraine Sunstrum-Mann** CEO
Brigitte Tschinkel Executive Director of Development • **Bobbi Jo Penney** Data and Donor Care Coordinator (Board Support)





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