



2020-2021 OUTCOMES REPORT



Outcomes Report Highlights of 2020-2021

Building the best foundation for our children's future

Beliefs, Mission, and Vision

Mission:

To support our children, families, and communities in an inclusive environment through innovative programs and services.

Vision: Building the best foundation for our children's future.

Our Beliefs:

- Every individual and family has the potential for growth.
- Families are of primary importance in the development of individuals and their programs.
- Collaborative teamwork best meets the individual's and family's needs.
- Working in partnership within the community is beneficial for everyone.

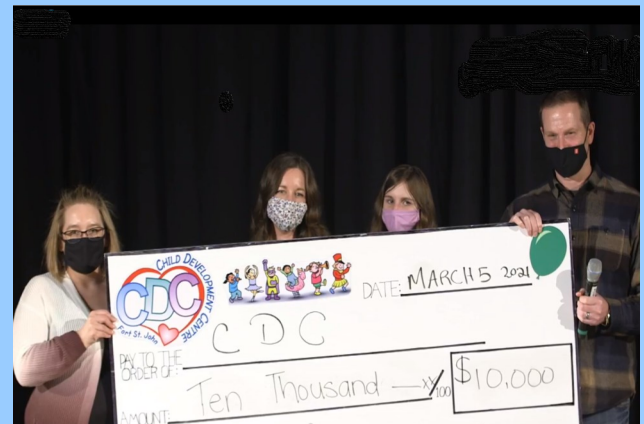


Energetic Services continues to support the Energetic Gym and donated over \$15,000 this year.

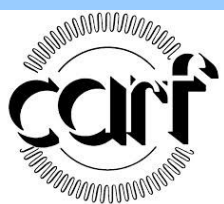


2020-2021 Board of Directors

President	Karen Mason-Bennett
Vice President	Jessica Kalman
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Director	Jennifer Szoo
Director	Tyler Harrison
Director	Andy Ackerman
Director	Bev Baker
Director	Colleen Brown
Medical Director	Dr. Richard Moody
Executive Director	Tana Millner



The Loewen Family presents a cheque to Crystal Kalas, Special Services Coordinator for \$10,000!



In June 2021 we received a three year CARF accreditation.

The mission of CARF is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served.

Some noteworthy giving....

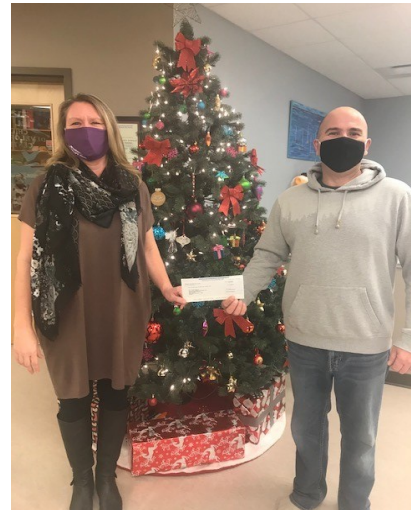


We received a \$5000 donation from the family of Mr. Vance Dancy in memory of their remarkable dad. Over the years Mr. Dancy along with his grandson, Christopher Baumeister, raised over \$100,000 for the CDC and we will forever be grateful.



A very big thank you to Tiamat Solutions and Bold Promotions for donating the proceeds from their annual golf tournament, raising over \$8000.

The Candian Grind came through for the CDC in a big way! Donut sales raised over \$6100 on our annual "Day for the Kids" event.



A \$2000 donation from Dan Goss of ConocoPhillips

Special Thank You...

- Thelma Ostero
- The Donzelman's
- Optimal Trucking
- Rotary Club of FSJ
- Canadian Water Serve and Save
- Big League Utilities
- Rogers Trucking
- Black Swan Energy



Noteworthy Events



Drive Through visits with the children and families during the lockdown.

Child Development Centre
April 17 at 4:44 PM

<https://youtu.be/XUWKZJbBaLg>



YOUTUBE.COM
Family Play and Learn Rhyme Time
Enjoy rhymes: Rolly Polly, Smooth Road, Patty C

Launched our Youtube Channel to connect with families during the pandemic.



The donut making crew of the CDC!



The amazing staff from our Special Services Program learning that they had received the Autism BC Community Impact Award for Northern BC.

The CDC in the Community



Girls just wanna have fun! Kiddos from the Special Services Program enjoying our community.



Not only do the children grow at the CDC, so do the gardens!



A fun fieldtrip to Fort Bowling Lanes, a strike was sure to follow!



Staff enjoying some time together at Beaton Park.



President's Report—Karen Mason-Bennett



The Fort St. John Child Development Centre has had an undeniable place in my heart for the last 14 years. When we moved to Fort St John, we had no local family, and no local support system. Upon arriving with our young family, it wasn't long before we discovered the CDC, had a child registered in preschool, and a new autism diagnosis. I cannot express how eternally grateful I am for the support of the CDC. There are no shortage of reasons for parents to feel inadequate on a daily basis; however, the warm embrace of the Centre made it a very safe place to fall. A safe place to admit our fears, to change our expectations, and to adjust our sails and plot a slightly different course forward. As a grateful parent, I joined the board. I wanted nothing more than to give something back to the organization that gave me and my family so much. I know now, looking back over a decade of service, that I will never repay that debt. After ten years on the board, I am stepping down. It is time for new blood, new passion, and new energy. The last decade has seen many achievements including a substantial building expansion, the development of the daycare, the launch of the Rotary Play Centre, the completion of a nature based play space, and the Kids Connect Program. Throughout the growth and challenges we've faced over the years, the one constant at the Centre is the unwavering belief that families are the best advocates and participants in their children's success. We continue to see children with increasingly complex diagnosis along with increased demand for all of our services. Throughout it all, the staff and board of the CDC understand that timely services directly correlate with positive outcomes and work diligently to ensure we serve as many families as possible without compromising quality. I am not naive enough to minimize the impact of extensive waitlists on many families in our communities. This is an issue that Tana and the board continues to advocate around, speaking with local and provincial representatives regularly and sharing your stories with them. Like many things, waitlists are a complicated issue that cannot simply be solved with a cheque (although it's a good start). Equitable funding models that reflect the changing dynamics in communities over the long term are an important tool for all who provide therapy services. Recruitment of trained professionals to our community is also an ongoing challenge for all service providers and the CDC is no exception. As I write this we are nearing the end of the second year of the covid-19 pandemic. It seems hard to grasp how completely our lives have changed over the last 20 months or even guess what the next 20 months will bring. I know that whatever comes our way, the CDC will be a stable constant in the lives of many in our community. The Child Development Centre is a world class facility providing essential services to local families. I am incredibly proud to see the ongoing work being done to optimize service delivery and improve therapy outcomes, as well as, the ongoing partnership work focused on reconciliation in our region. This work is important to individual families but also to the overall health and well-being of our community and cannot be overlooked.

In closing, my final words as Chair of the board are simply thank you. Thank you to Tana who leads with empathy and grace every day. I have learned so much from you and respect you deeply. Thank you to the staff who deliver life changing services to local families and continue to innovate and create opportunities for impact in challenging circumstances. Your passion for your work is evident in everything you do. Thank you to the families that entrust us with your children and step outside your comfort zone to help them achieve their best. Thank you to the community that continues to generously support the Centre. There remain many opportunities to collaboratively deepen the impact of our work. We are incredibly grateful for your support, we cannot do what we do without you!

My time with the CDC has been an absolute honour. Thank you for letting me serve.

With deep gratitude,
Karen Mason-Bennett



WHAT WE DO PROJECT BUILD A FORT ABOUT US EARLY LEARNING PROGRAM ROTARY PLAY CENTRE

Want to know more about us or see our calendar of events? Visit our WEBSITE at: www.cdcfsj.ca

Executive Director's Report—Tana Millner



As I reflect on the past year I can not help but be amazed by the resiliency and courage shown by everyone at the centre, including all the dedicated staff, the board, and most of all by the families we serve. Faced with a multitude of challenges it was truly remarkable to see the ability of everyone to adapt and even thrive in the ever changing landscape brought on by Covid 19.

Having a Child Development Centre without any children in it, is similar to having the best news ever without anyone to share it with. Lockdowns were in place for much of April-June and the halls of the CDC were eerily quiet. During this period, time was spent making sure funding was secure for the duration of the closure, that we had adequate resources to provide services virtually, and for our vulnerable families, that they still had supports in place to meet their needs. We were fortunate to receive temporary emergency relief funding and the employee wage subsidy for several of our programs, this allowed us to maintain staffing levels without having to lay anyone off. Staff took advantage of some really great training opportunities while the centre was closed, that they otherwise would not have had time to do. It became clear early on that we would have the capacity to offer services for families deemed essential workers and we opened up our daycare to these families in May. We also had an all-staff zoom meeting and training session of Covid 19 safety protocols and procedures during this time to ensure a safe return to service. Recovery Plans and Enhanced Safety Plans were developed as well, and through May-July our Playcare, Special Services, and Kids Connect Autism program were back to face-to-face service delivery. Grants applications were awarded and helped offset costs of cleaning, safety equipment and technology requirements. We fortunately also received a significant grant from the United Way of Northern BC to assist families with Autism assessments. Wait times increased to 2 years during the pandemic and these funds went to alleviate this for families and allow the assessment to take place in their home community. September saw a return to face-to-face service delivery across all programs at the Centre and it was such a joy to have families and children back in the building. Strategic planning took place with a new 3 year plan set in motion, it is reflective of previous outcomes and quality assurance plans. We took some time to have fun and connect with each other despite restrictions with an outdoor staff gathering in the summer, Halloween Bake Sale in the fall, and Christmas time door decorating during the holiday season, many of the staff and families said that these moments of normalcy were so appreciated. The most exciting thing that happened in the spring was the continuation of our Annual Talent Show via a virtual platform. We were unsure how it would be received without live performances, but the community supported us in a big way, we raised over \$70,000 during Day for the Kids and the Talent show events. Many lessons were learned of the course of the year and there were definitely some positives that were observed. Discovering the advantages of virtual therapy sessions such as accessibility and parent engagement, increased professional development opportunities, learning new ways to support families and building resiliency as a team during adverse conditions, were just a few of the favorable outcomes of the pandemic.

In closing I want to give thanks to our funders and the community that has supported us over the course of the year, we could not provide the quality of care to our families without you. I extend my heartfelt gratitude to the wonderful people I get the pleasure to work along side. This past year has been full of challenges and each of you have shown such grace, kindness and perseverance, never losing sight of the families you support. I have felt your "hands on my circle" as well during the long months of uncertainty and it has meant the world to me. To the board of directors, thank you for providing encouragement, advise and a virtual shoulder to lean on when times were chaotic, I always brag about how amazing the CDC board is and it is a true fact! Finally to our families, this year has not been easy for any of you, your resiliency and understanding during this time has been amazing, thank you for allowing us to be part of your journey.

Carf Accreditation

June of 2017 we underwent a full Carf review which takes an in depth look at our operations and how we deliver services. We were awarded a three year accreditation and continue to monitor our services to ensure we are meeting the CARF standards. For the 2019/2020 year we reviewed all of our policies as well conducted file audits in addition to our annual surveys and program reports. With the onset of COVID-19 new plans and policies were created for our centre and we were granted an extension on our accreditation. The virtual survey did commence in June and we were awarded another 3 year accreditation.

CDC Celebrations

Despite a year of uncertainty we were able to celebrate many events at the centre. When the pandemic hit we very quickly mobilized to provide supports to children and families virtually and created new ways to engage. One of our biggest celebrations came when we were able to welcome children and families back into the centre.



- ◆ CDC staff sponsored families in need with Christmas Hampers.
- ◆ The Annual Talent Show raised over \$70,000
- ◆ Received grants to assist with technology and covid related costs.
- ◆ Received accessibility and training grants.
- ◆ Special Services Program received the AutismBC Community Impact Award for Northern BC

Networking, Collaboration & Training

- ◆ Sunny Hill Positioning and Mobility Clinic
- ◆ BC Family Hearing Resource Centre
- ◆ Circle of Security Training
- ◆ Northern Brain Injury Group Support
- ◆ Enhanced Autism Assessment Clinic
- ◆ BC Association of Child Development and Intervention
- ◆ Trauma Informed Practice and Indigenous Lead Cultural Safety Training
- ◆ Collaboration with Northern Health Pediatric Services for improvements to Early Intervention
- ◆ Hanen Training
- ◆ Indigenous Studies Certification
- ◆ Non-Profit Members (NP3) Meetings



Tidbits: The Infant Development Program assists children from birth to 3 years old and up to 6 years in our Aboriginal Infant Development Program. This year was extremely busy for the consultants as 9 sets of twins were born in a relatively short period of time, double the fun!



Program Reports

Aboriginal Infant & Infant Development



This has been a year like no other for AIDP/IDP. The start of the new fiscal year also marked the beginning of the pandemic. Each program was thrust into a new way of supporting and connecting with families. There were some challenges with this style of service delivery. There were several vacancies throughout the year due to staff on leave, however, by the time September rolled around we were back to full staff and were happy to accept Nicole Inglehart into the role of Aboriginal Infant Development Consultant. During the height of the pandemic we provided virtual services as well as some in-person visits with families outside as long as the weather stayed mild. It was really exciting when we were able to move to masked in-person visits in the centre. Although there is much value in home visiting, many parents enjoyed being able to access the centre after being in isolation.

AIDP is now trained in Circle of Security and is eager to bring it to families and organizations in town and at Indigenous Communities. The Aboriginal Infant Development Program has really taken off and we have enjoyed the opportunity to adapt the program delivery to suit the needs of the community and to enhance the existing service we provide here at the CDC. Our Aboriginal Infant Development Consultant has been brainstorming some great initiatives and she developed a brochure for the program. She had been planning books and bannock with the Early Years Family Resource Worker to launch at Doig. She has also been working on programming for Indigenous fathers and drumming that we can incorporate into all programs here at the CDC.

Family Play and Learn

The Family Play and Learn program provides a welcoming, fun and enriching environment that promotes child development and learning through play. It supports parents/caregivers in their parenting role; answering questions and providing information about their child's development, parenting concerns and helping families connect to resources and their community.

This program provides the opportunity for early detection, screening and referrals-connecting families to services when needed. It also provides support to children and their families involved in services at the CDC or on waitlists. It has been a challenging year due to the Covid-19 pandemic; our program has endured closures, halted outreach to the Indigenous communities and we continue to adapt how we offer the program to families at our play centre in town. The program was closed April-June 2020 with the exception of one visit to Halfway River First Nations. Sadly we have not been able to resume visits to the Indigenous communities due to circumstances with Covid-19, however we were able to provide culturally relevant resources such as story books and toys for when programming resumes and also created a Rhyme Booklet for families in Indigenous communities. During the closures Facilitator Pam Lillico was busy with program planning, organizing, sourcing out and creating new resources, continually adapting how to run the program with Covid-19 policies in place. She also helped out in the Infant Development program doing intakes and follow up with families. Pam got creative offering some really fun programming virtually as well. In July we re-opened the Family Play and Learn program in town with a few changes; modified schedule, limited capacity and covid-19 protocols in place. Families reported making great connections with the other families and being able to come to the centre created an opportunity for young children to socialize, many babies and toddlers have had very limited experiences due to the pandemic and having to stay home.



Program Reports

Speech Language Pathology



It has been an incredible year in so many ways! Our team has experienced a great deal of change and uncertainty. I am proud of our ability to be flexible and embraced the concept of “rolling with it”. The commencement of virtual services in the spring of 2020 was not without challenges. Many of our families did not have internet services or devices to participate in virtual services. Outdoor visits, telephone support, and email support occurred in many cases. Some families embraced virtual service delivery and many of those families reaped the benefit. We observed parents taking ownership of the therapeutic process under the guidance of a therapist with measurable progress observed. Other families struggled with this mode of service delivery and were very pleased when in-person therapy services resumed. It was extremely difficult to complete priority consults while working remotely. As a result, families have had to wait much longer for urgent services even into 2021. Sadly we said good bye to Helena Burrows (SLP) in October and Paddy-Jo Gill, Speech-Language Pathologist, and Jenny Ockenden, Speech-Language Assistant, continue to provide ongoing service to families in our community. In general, wait times for speech-languages services as grown due to the reduction in staffing, despite the effects of dealing that and a global pandemic, it has been an exciting year of new initiatives. Paddy-Jo, in partnership with SCDP and ELP, completed the Hanen-based program “Learning Language and Loving It” with CDC preschool and daycare staff. This program lasted 16 weeks (8 education sessions and 6 video review opportunities) and was aimed at supporting early educators in enhancing language and literacy development of children birth to 5 years of age. This program required commitment from both the facilitators and the staff taking part in the course and very positive reviews were received from the staff. The final sessions were completed via Zoom. Paddy-Jo completed the Early Start Denver Model Advanced training and embarked on becoming a ESDM Certified Therapist. This training is focused on supporting children with Autism Spectrum Disorder or suspected of having Autism Spectrum Disorder and is a much deeper and more extensive use of the treatment approach used in the PACE project. Overall, families continue to receive individual consultation and intervention services, as well as joint sessions with other therapies. Intakes are completed and home programs or suggestions are offered to families as relevant at that time. Consultation services continue to be provided to clients attending community daycares and preschools as well as to various programs within the CDC. Home visits continue to be suspended at this time. Paddy-Jo continues to be on the Registered Autism Service Providers list for children with ASD and continues to consult to the Kids Connect Program. Consultation and communication with parents continue to occur as well. Service to the Halfway River First Nations Community has been suspended due to COVID-19 but is expected to resume in 2021.

Some words of encouragement from emails with families:

“Thank you for assisting my daughter with her speech development. Your teachings and guidance were very helpful, and we very much appreciated all of the information you shared on helping her with her stutter.”

“I cannot express in words how your guidance and support helped me and my husband throughout the past months. Thank you again!”



Program Reports



Physiotherapy

As with all therapies, the challenges that a global pandemic placed on service delivery was evident in the physiotherapy department. By switching to a virtual platform for engagement, including zoom, telephone and emailing resources in early April, many families still benefitted from ongoing sessions and assessments. Parents were very engaged in the process, and for many families it was a positive experience. Some families however, were unable to access the technology in order to receive interventions and outdoor visits were scheduled when available during this time. Once face-to-face service delivery was accessible, those families that did not have the virtual options, were prioritized. Courtney Reich, Physiotherapist, worked diligently to manage a very large caseload and waitlist with the help of Rhea Blain, Therapy Assistant. Rhea did block therapy sessions throughout the year receiving lots of positive feedback from families. Courtney was very busy with intakes, assessments, consultations, therapy and in addition to this we saw a large uptake in the number of babies with Torticollis and Plagiocephaly. Courtney spent a great deal of time supporting these families and providing them with tools to help prevent and treat head shape concerns in their babies. Courtney also coordinated outreach services for Sunnyhill Health Centre for some of our families and loaned out resources and equipment in order to aid at home therapies. Coordination with the Infant Development and Aboriginal Infant Development Programs as well as the other members of the Early interventions team was key to providing services to the physiotherapy caseload.

Occupational Therapy

The Occupational Therapy department provided consultations, individual and group therapy sessions and community collaboration this past year, virtually when the pandemic hit and then face-to-face once restrictions were lifted. The OT department worked collaboratively with other programs in the centre such as KCP, Respite & Skills and Preschool to incorporate OT goals and activities into children's routines in those settings. The number of complexed children referred to the program continues to be high and this past year we were fortunate to have Ami-Jo Dunn, Kahla Wellum and Erin Robertson working in the program providing therapy and supports to families. Whether it was virtual during the height of the pandemic, at parks or families front yards, over the phone or back to sessions within the centre, the therapists worked tirelessly to make sure families needs were met. They also provided some really great training opportunities for other staff members to participate in to enable better supports for early learning and support programs. A celebration for the OT program was that grant funding was received to update and revamp some of the therapy spaces. Planning has begun for our Snoezelen (Moody) Room and additional swings and equipment have been ordered to enhance other therapy spaces.



Excited to be back to in person therapy sessions, all geared up and ready to role!

Working on sensory integration therapy in a very relaxing and fun way!



Special Services (Respite and Skills)



This past year has been an interesting one for the Special Services program. With the onset of the COVID-19 pandemic, we have had to be creative in how we provide and plan program activities. Staff have really come together and have been supportive of not only our families, but each other as well. For the month of April, staff worked from home. They had the opportunity to access a variety of training opportunities and worked on program prep. It was a challenge to move from working directly with children to indirect work, but the staff persevered and made the most of their time. We resumed in person services in May and surveyed our families to get an idea as to what sort of services they would be interested in and planned to offer a modified program. We started out with offering in person morning sessions and afternoon zoom sessions. This enabled us to meet a variety of family needs. Staff also put together “busy kits” that they delivered to each child on our caseload. These included a memory game which featured their friends and staff faces as well as play dough with some creation ideas. When school services resumed in June, for some families, we once again tweaked our service times to accommodate changing family schedules. Summer Camp 2020 started later than usual and ran for 5 weeks. Rather than offering service according to age, we changed up our sessions and offered families eight groups they could choose from. This resulted in mixed age groups and it was great seeing the older kiddos in groups with younger kiddos. In September we started with 40 children signed up to attend the programming and in October we hosted our annual Bake Sale as a virtual event and raised a total of \$1,406! With the money raised, staff purchased new plates, silverware and a stand mixer for the program! Perhaps the most exciting thing that happened to the program this past fiscal year is that we were nominated for, and won, an AutismBC Community Impact Award for Northern BC. It is amazing to be recognized for our hard work, particularly during a pandemic when programming has had to change to adapt.



Family Services



Family services coordination was crucial during the initial onset of Covid 19, it was for many families their point of contact to find out what supports were available for their children. Susan Cross, the coordinator for the program came into the centre each day during the height of the pandemic to facilitate programming. Kindergarten transition planning was in full swing in in the spring and meetings were being coordinated with families, many of these meetings took place virtually. Coordination with our SD60 Support Services District Principal to discuss kindergarten transition kiddos took place in May and June, in total there were over 30 transition meetings held this year. Susan along with Pam Lillico, Family Play and Learn Coordinator, offered Circle of Security training to families of children on our caseloads, as well as the general public. Susan also continued to sit on the At Home Program Committee to review files of families of children with complex medical conditions to be approved by the region for medical expenses and potential respite to be offered to these families. The

family services program also helps families refer to the correct outside agencies, IE: Dr.'s for referrals to Pediatricians, Child and Youth Mental Health and for families to seek professional help for themselves to be in the right mindset to support their children through difficult situations and transitions. We are fortunate to have amazing community supports and collaboration within our community. Visits to Halfway River First Nations Reserves and Blueberry River First Nations this year were put on hold due to the Reservations closed to public access because of Covid-19. Some staff stayed connected with families that we were really involved with via telephone and the Zoom platform. Planning for the Psychology assessments with Psychologist Karla Saruk took place early in 2021 and face to face assessments happened February 1st – 5th with 6 children being assessed. Our Executive Director applied for funding this year through the United Way and was approved for \$24,000. We will be using these funds to complete Autism Assessments for children that otherwise would have been waiting up to 2 years. Susan also worked very hard with our CDC Christmas Hamper Campaign.

Supported Child Development Program



The Supported Child Development (SCD) Program report reflects support services at licensed preschools and daycares in and around Fort St John. The SCD Program provided consultation and direct support services to families of children in 6 licensed community preschools (including the CDC's, 2 Early Learning Program classes) and 6 licensed community daycares, including Playcare at the CDC. Community consultations as well as intakes, programming, skill development, behaviour management, and community networking was also carried out throughout the year. While the centre was working remotely, support staff were given ample training modules and opportunity to learn about related to the field of education, special education, attachment, mental health and personal care. Supervisor/Consultant Shiante Pereira, was able to complete intakes for the newly referred and late referrals to the program, at first, over the telephone. When restrictions eased, she met with families outdoors, at the CDC, Train Playground to complete support guides and determine support needs for those children deemed to attend preschool in Fall 2020. Usually this part of planning was done within preschool settings so as to assess the child while in a peer group. However, changes were made to suit to the situation and all waitlisted children and families were met face to face outdoors right through summer. Support workers provided services face-to-face in community daycares that remained open through the pandemic restrictions. Those who worked in preschools that were closed were shifted to providing support outdoors at the CDC playgrounds. The Supported Child Development Program used outdoor spaces to play and support the supported children's needs from May to August. What started as one on one sessions with their familiar support worker for once week, gradually increased to small groups of 2 children (as pandemic restrictions lifted) with 2 workers twice a week where possible. Support Staff cleaned and sanitized toys and equipment between sessions. A hand washing station was set up outdoors so as to limit entry into indoor spaces. Everyone adjusted happily to these changes and this program saw growth in skills and language, in children that attended. Some of the reasons for this growth we hypothesized, was outdoor play with few and only essential limitations and expectations. While Shiante met with families face to face outdoors in May, the month of June brought about levy into community service. She was able to meet with community daycare providers and children face to-face. There were consistent referrals to the program from preschool teachers within the centre, and preschools/daycares in the community. Shiante was diligent in observing and figuring out how best to support many children that were not 'planned' for. Realizing that many childcare centres had received 'variances' from licensing to run daycares without fully trained staff made it very challenging to do this. The number of children that are at risk for receiving a diagnosis in Socio-Communication Disorders and/or Autism Spectrum Disorder are increasing at an alarming rate. At the same time, many children are experiencing Attachment Related difficulties that show up as challenging behaviours. Many preschool/daycare providers do not have a background or awareness on the importance of attachment and meeting children's emotional needs leading to requests for Support Workers due to 'challenging behaviours' in neurotypical children. The SCDP program is sinking under the weight of now meeting needs where children require some'one' to 'be with' them through their emotional growth more than anything. This limits the amount of service that the program is able to provide to children with developmental delays who are also unable to attend childcare without a person to support them. On the whole, we all pulled through this year and what we faced were mere 'inconveniences' compared to what other Support Programs went through and are still going through.



Program Reports

Early Learning Program/Playcare



My oh my has our world changed this past year! Covid stills lingers and plays havoc with our personal and work lives, to date we are living in a world of protocols. Looking at staffing changes, the revolving door of children coming and going, waitlists and keeping up with COVID protocols, was a little shocking and disheartening as we had so many changes. Staff persevered though and delighted in having kiddos in the centre again once restrictions lifted. We were happy to also be able to resume practicum for ECE students from Northern Lights College, 8 students were able to participate throughout the year. A highlight this year was being able to have the virtual talent show – it was amazing and stress free for the ELP staff. Having the children perform in the gym was relaxing for everyone. Children remained in their comfort zone with no other distractions. We are participating in the Early Care and Learning Recruitment and Retention Strategy Child Care Programs Case Study / Survey. The Child Development Centre of Fort St. John was selected to be one of six example child care centres across the province that may be affected by the ECL R&R Strategy. Children and staff enjoyed many fun days such as Wacky Hair, Costume, Hat, Princess and Pajama Days, gardening and planting days! Staff in the program also did amazing work building garden boxes, making pallet forts and bringing in fun materials for the children to explore. Covid did bring a reduction in numbers but the majority of families were so happy to have programming for their children after a long period of restrictions.



Kids Connect Program

The KCP program closed for the month of April due to the pandemic, staff were able to take advantage of some amazing training opportunities during this time. Our Behaviour Interventionists, Chantal Nielsen and Lyndsay Beer were very creative when it came to working independently when numbers were low and on off schedules, they worked in other programs within the CDC. Even through Covid-19 the BI's were able to support the families from their homes through sending creative activities to families to entertain them while they patiently waited for KCP to reopen. Services resumed in May for families that were deemed essential, followed by summer planning and programming. The program stayed open through the summer and the BI's continued to provide services. KCP numbers fluctuated within the program, due to the long wait period for assessments that children face via the Northern Health Assessment Network (NHAN). Advocacy for a reduction of wait times for families and a look at restructuring the individualized funding model for Autism took place at a municipal and provincial levels.



As a CARF Accredited Organization we promote accessibility and the removal of barriers for the persons served and other stakeholders. This year there were no requests for accommodation. If you have suggestions for accessibility or removal of barriers please let us know.

CDC Service Statistics



Caseload (as of March of 31st, 2021) (SIRF Report)

	2020-2021	2019-2020	2018-2019	2017-2018
IDP	117	194	196	283
PT	115	119	100	126
OT	132	124	130	139
SLP	114	224	231	247
FS	71	68	61	108
SCD	79	84	80	71
SPS	92	70	86	92
AIDP	45	16		

Waitlist (# of children on average waiting throughout the year.)

	2020-2021	2019-2020	2018-2019	2017-2018
IDP	73	75	73	133
PT	138	122	132	91
OT	78	73	110	92
SLP	160	136	120	125
FS	15	20	42	59
SCD	34	32	43	58
SPS	41	46	36	68
AIDP	5	0		

Active Caseload (Report 29 including -FPL & ELP)

2020-2021	2019-2020	2018-2019	2017-2018
789	887	746	784

Waitlist Totals (Report 29 as of March 31, 2021)

2020-2021	2019-2020	2018-2019	2017-2018
663	609	612	515

Unique Clients Served (Report 36)

2020-2021	2019-2020	2018-2019	2017-2018
947	1204	1169	1232

New Centre Referrals (Report 29)

2020-2021	2019-2020	2018-2019	2017-2018
434	1302	1028	752

Early Learning/Playcare Program Unique Students Served (Report 29)

2020-2021	2019-2020	2018-2019	2017-2018
246	242	313	303

Family Play and Learn Unique Children Served (Report 29)

2020-2021	2019-2020	2018-2019	2017-2018
129	404	612	598

Tidbit: The two most frequent referral sources are Family/Self Referrals and Physician Referrals.
Nucleus Labs Reports 29.

CDC Survey Highlights



Every year the Child Development Centre asks our stakeholders about our services. This year we surveyed families who accessed our services, our board of directors, staff, and community partners. Receiving feedback is integral to our planning processes and helps us see where we are doing well and what areas need to be addressed for improvement.

Community Stakeholder Survey Results

Representatives from MCFD, Community Service Organizations, School District 60, Northern Health, Board of Directors and other professionals responded to our stakeholder survey. Our community partners indicated they were well informed and knew about all the services the Child Development Centre offered. There was a clear understanding of all who responded what our referral process looks like. We had a satisfaction rating of 100% for areas of timely responses, quality of programming, and that the staff are informative and professional, with the information provided regarding services. The community reported areas of improvement to be; additional therapists and a reduction of wait times. It was also noted that not many responses were received from First Nations Organizations and it has been included in our strategic plan to improve this outcome.

“ The CDC is a one stop shop for families in our region” Community Partner comment

Staff Survey Results

Staff reported a 93-100% overall satisfaction rating with their place of work on each of these areas:

- I feel valued and respected.
- I feel recognized for the work I do.
- I am aware of my professional progress.
- Great relationships with co-workers.
- I feel comfortable voicing any concerns.
- I have job satisfaction .
- I feel comfortable sharing ideas.

Areas of Improvement:

- Manageable caseloads.
- Equipment and materials to do my job effectively.
- Technology training .
- Providing necessary technology to families.

“Loved how connected we were during the lockdowns, the frequent communication with Tana and the rest of the team was so valuable and appreciated”

“I feel honored to work here, with a wonderful team of caring, supportive people”

Staff Members comments



CDC Survey Highlights



Process of Care Questionnaire Highlights:

The Process of Care Questionnaire is used to gain feedback for Speech Language Pathology, Occupational Therapy, Physiotherapy, Family Services, Kids Connect Program, Supported Child Development Program, Aboriginal Infant Development/ and Infant Development Programs. It is broken down into three main areas: Enabling and Partnership, Coordinated and Comprehensive Care, Respectful and Supportive Care.

- ◆ Enabling and Partnership: 92.4% reported very great to fairly great extent.
- ◆ Coordinated and Comprehensive Care: 93.03% reported very great to fairly great extent.
- ◆ Respectful and Supportive Care: 100% reported very great to fairly great extent.

Families generally feel supported by the Child Development Centre. Families reported a very high level of satisfaction within the following areas: .

- ◆ Provide a caring atmosphere rather than just give you information.
- ◆ Provides at least one team member that works with the family for duration of services.
- ◆ Supports the whole family during Services.
- ◆ Treat parent as an equal partner in the growth and development of their child.
- ◆ Plan together so they are all working in the same direction.
- ◆ Providing ongoing support during pandemic (100% of families felt supported)

Areas of Improvement

Gaining feedback and making improvements is always a priority for the CDC. This year we will strive to make improvements in the areas of:

- Having additional resources and information specific to diagnosis of child.
- Provide parent support services or opportunities to engage with other families.
- Working with families schedules and with regards to program planning.



I am grateful for all that the CDC has offered our family.

The team has gotten us through some very difficult times.

Thanks to everyone!

Parent comment



'We have loved our time at the CDC. Every person we have interacted with genuinely seems to care, not only about my child, but all of us as a family.' parent comment

CDC Survey Highlights



ELP/Playcare Parent Survey Results

Families reported a high level of satisfaction in the Early Learning Program in the following areas:

- ◆ 100% of parents agreed that staff built on their child's abilities and offered encouragement.
- ◆ 97% of parents felt that the communication between themselves and the teachers was in the program was adequate.
- ◆ 100% of parents all agreed that daily activities and materials were varied enough to meet diverse origins and needs of the children.

Areas of Improvement

Parents would like additional resources to meet their child's needs during closures,

"My child loves his teachers and looks forward to coming here each day"
Parent Comment



Special Services Survey Results

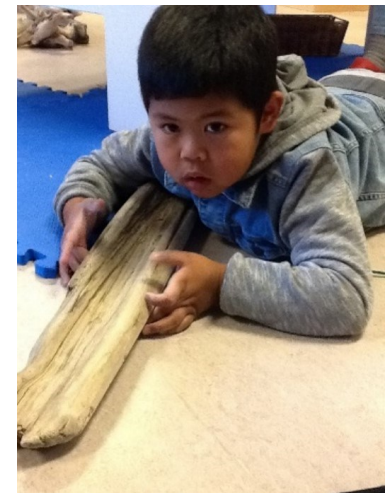
Families reported a very high level of satisfaction with the Special Services Program.

- ◆ Families reported very high levels of satisfaction in having a good relationship with their child's worker and CDC staff, it was 100%
- ◆ 100% of families agreed that the Special Services staff takes good care of their child and helps their child get along with others.
- ◆ Families are happy with the activities and skills that their children are participating in.
- ◆ Families feel respected and valued and reported that their child enjoys coming to the program.

Areas of Improvement

Parents would like to see a greater availability of times to participate.

"The Special Services Staff are exceptional, kind, and caring, we absolutely love coming to the CDC" Parent comment





Reporting Out on the Quality Improvement Plan

Continuous Quality Improvement is a priority for the Child Development Centre. The CDC is committed to ensuring that stakeholder feedback, outcomes, and performance management are considered when planning for quality improvement. Information we receive provides feedback to be considered when developing goals for improvement. The 2020-2021 Quality Improvement Plan is a reflection of what we have been told and how we responded in a way that mirrors what our team and the CDC stands for. This is just a snap shot of some of the areas we are effecting change.

MPOC Process of Care

Areas Requiring Effective Change	Action Taken
Families would like to learn new skills to support their child’s development, and feel mor confident caring for their child.	Therapists include caregivers wants and needs in the goals set for their child. Virtual visits promote fully involved parent participation and a transfer of knowledge.
Families would like to see opportunities to connect with other families in their community and accessing some of the same services	Provided many resources to families where they could engage virtually with each other ie Family Support Institute, Provided block sessions with smaller groups in our Family Paly and Learn Program. Offered parenting programs to promote new skills and interactions with other families.

Cultural Competency and Diversity

Areas Requiring Effective Change	Action Taken
Increase education on culturally safe and trauma informed practice.	Provided training opportunities to staff on the topics of culturally safe and trauma informed practices, including Indigenous Studies. Continued with our bookclub that focuses on cultural diversities and historical events.
Increase assessment and knowledge of culture, religious practices, and customs of organization.	Staff surveys were conducted and discussion and activities during orientation days also promoted information sharing and discussions on our diverse internal population. Increased opportunities through training and sharing resources internally also took place.



Early Learning Program & Playcare Program

Areas Requiring Effective Change	Action Taken
Parents would like additional resources to meet their child's needs during closures.	Staff created videos, posted resources and communicated on an ongoing basis during the closures to provide families with activities and connection.
Parents would like to be provided with community information and resources outside of the CDC.	Resources at reception and at classroom locations has been provided. Hi-Momma sends out information on an ongoing basis and our Facebook and website is updated on a regular basis to provide information on community programming.

Staff Satisfaction Surveys

Areas Requiring Effective Change	Action Taken
Training on Technology.	With the onset of Covid, it was necessary to accelerate technology options for staff and families. Training was provide on Teams, Zoom and Office 365. Additional training for video up-loading is still required.
Caseload demands.	Without increased resources and more successful recruitment of professionals this remains challenging, however caseload guidelines were discussed with the team and an interdisciplinary approaches to supporting families is ongoing.

Community Stakeholders

Areas Requiring Effective Change	Action Taken
Promote awareness of CDC programming to stakeholders where engagement is limited.	Increased online resources, did media posts to keep community up to date on changes at centre. Worked closely with other agencies including Indigenous organizations to support families together.

Fun Fact

“The CDC, for many years, has promoted literacy among our children and families with the gifting of books during the holidays “



CDC Talent Show

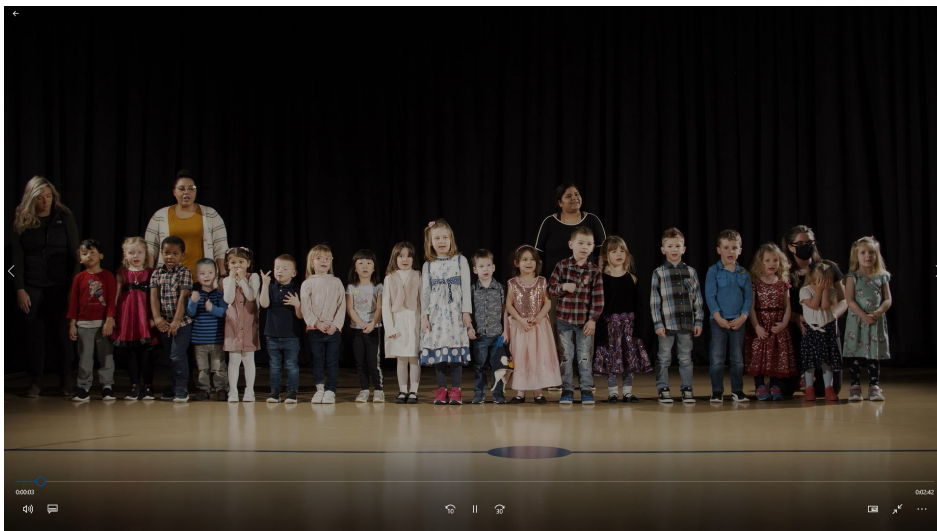
With the help of some technical wizards, Adam Reaburn and Russ Eggleston, we managed to pull off our first ever virtual Talent Show! It was a great success due in large part to the amazing coordination skills of Crystal Kalas, and the always entertaining Master of Ceremonies, Mr. Ted Sloane. The community once again showed just how much they care about children and families, we raised over \$70,000!!!



Taking pledges over the phone



Taste Test Challenge
(CDC staff)



Playcare Performance

Thank you to our amazing community....



47th annual talent show



Thank You For Supporting The Annual CDC Talent Show & CDC Month Activities!

Together We Raised:

\$70,256

EARLY LEARNING PROGRAM
\$12,639

\$10,000 +
Mustang Rentals

\$5,000 - \$9,999
Black Swan Energy Ltd.
Canadian Grind
Josephine Dancy
(In Memory of Vance Dancy)
Northern Metallic
Thelma Ostero

\$1,000-\$4,999
Big League Utilities
Canadian Water Serve & Save
Candoo Oilfield Services Inc.
Doris & Peter Donszelmann
Optimal Trucking Ltd.
Rogers Trucking Inc.

\$500-\$999
Garioew Holdings
MicSuds Truck & Car Wash
Mobil 1 Lube Express
The Chopped Leaf
TIAMW Energy Services Ltd.

CDC Month Participants

- Aniela's Kitchen
- Baking Me Crazy
- Booster Juice
- Canadian Grind
- Dairy Queen
- Imagine That!
- Mobil 1 Lube Express
- MicSuds Car & Truck Wash
- The Chopped Leaf
- Hair Bin Salon & Barbershop
- Olive Tree Mediterranean Grill

Special Thank You To:

- ArcTech Welding & Machining
- Board of Directors, Staff & Volunteers
- Early Learning Program & Performers
- Energetic Services
- Grayson & Mickel Ward
- Fort St. John Firefighters
- Moose FM & Energeticcity.ca
- Sound In Town
- Ted Sloan
- Walt's Mobile Mechanical

Thanks to this year's performers!

- CDC Staff
 - Ball Ballet (Shiante & Amanda)
 - Taste Buds (Tana, Deanne, Paddy-Jo, Amanda & Grayson)
- CM Finch Elementary School
- Dakota Kenmuir
- Early Learning Program
- Energetic Edge Cheer Association
- Echo, Elevate, Encourage, Empower, Enspire & Coaches

- Gary Loewen & Darla Jackson
- Greg Carrillo
- Kale Bartsch
- Madi Cornet-Cooper & Hunter Romman
- Nicholas Bragg
- Ruby McBeth
- Sage Elliott
- Susan Cross
- Wren Shipley

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