



2022-2023 OUTCOMES REPORT



Highlights of 2022-2023

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.

2022-2023 Board of Directors

President	Charles Fowler
Vice President	Angela Telford
Treasurer	Tyler Harrison
Secretary	Dayna Ross
Director	Jennifer Szoo
Director	Andy Ackerman
Director	Bev Baker
Director	Colleen Brown
Medical Director	Dr. Richard Moody
Executive Director	Tana Millner



Energetic Services continues to support the "Energetic Gym" with a \$15,000 donation



Matt and Jenelle Loewen donated \$10,000 at our Annual CDC Talent Show



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....



The Strait Group presenting a cheque for \$7300 from their staff golf tournament.

Shelly and Marie from Home Hardware presenting a \$2000 cheque



Josh from Optimal Trucking present a cheque for \$5000.



Surerus Employees donating over \$1500 during the Christmas season.



Special Thanks to:



ConocoPhillips with a fantastic donation of \$5000 for upgrades to our equipment lending library.

- | | |
|---------------------------|-------------------|
| Thelma Ostero | Double R Repairs |
| McDonalds | Chopped Leaf |
| Big League Utilities | Corney Theichroeb |
| Pembina | Lousiana Pacific |
| FSJ Co-op | Ted & Coral Pimm |
| Vermillion | |
| United Way of Northern BC | |
| Western Financial Group | |

Noteworthy Events



Mr. and Mrs. Claus paying a visit to the centre during our family open house



Roxanna Mondonedo and Crystal Kalas celebrating milestones at the CDC



Truth and Reconciliation. September 30th, 2022

We recognized September 29th as Orange Shirt Day in our Centre. Staff wore orange shirts as a way to honor and pay tribute to the children that did not come home, all the Residential School survivors and their families and time to reflect. Many staff participated in activities in the community on September 30th.



The CDC in the Community



CDC staff and families participating in the Terry Fox Run



Nicole out AIDP Consultant stealing the show at the AIDP Conference



A beautiful day for a walk in the forest



Special Services kiddos learning to rope on a field trip to the Dawson Creek Rodeo.

President's Report—Charles Fowler



Another year has passed, and we celebrate another successful year at the CDC! Since my involvement starting in 2014 the staff and management always leave me astonished and grateful for their level of dedication to the children and families in this community. This year we kicked off our 50 year anniversary with the Talent Show, and several other celebrations recognizing this remarkable achievement for the centre are planned for the upcoming year ahead. The CDC has been a strong pillar of the community for a significant amount of time and we would not have been able to achieve this with out the generosity of the Fort St. John community. Each year it continues to provide the financial support needed to improve the lives of those we serve, this year was no exception with fundraising exceeding our goals. Some of the highlights of this past year included a new H-Vac system for the older section of our building and the replacement of a couple of boilers that had long surpassed their life expectancy. We were able to utilize funds to increase equipment and resources for parents and children accessing our services and provided additional services hours and parent specific programming in an effort to alleviate some of the wait times experienced by children and families. Aside from the financial sustainability that is a strategic objective of our organization, we also met as a board to reviewed our overall strategic plan. It was updated to reflect the uncertainty and possible opportunities that MCFD's revamping of CYSN (Children and youth with Support Needs) Framework may create for the centre over the course of the next couple of years. The goal of the board of directors is to provide oversight and guidance for the center's mission, vision, values, and goals. The board takes the responsibility of ensuring the centre meets the needs and expectations of the families and community seriously and is reflective in the board's commitment. I would like to thank my fellow board members for their hard work and dedication to ensure the CDC is in a good position, and also welcome our newest board member Angela Telford who joined in November 2022. In closing, I would like to extend a heartfelt thank you to all staff, management, donors, and the community for their support to the Child Development Centre, we would not be the exemplary organization we are without all of you.

Sincerely,
 Chuck Fowler



Want to know more about us or see our calendar

Executive Director's Report—Tana Millner



With the threat of covid no longer impacting services it was a relief to get back to everyday operations both at the centre and in community. Some of my focus this past year was on the possible changes to our sector that the Ministry of Children and Family Development (mcfD) are proposing with the new CYSN (children and youth with support needs) framework. I spent a great deal of time working with my colleagues in the north-west that are part of the pilot site Family Connection Centre (FCC) rollouts in order to gain insights, provide input and advocate for children and families not only for the northern regions but for the entire province. Strategic plans were reviewed in June and goals remained the same; community ownership (awareness and advocacy), recruitment and retention initiatives, and finally financial sustainability. The addition of MCFD CYSN framework was added as both a possible threat and opportunity on the swot analysis that was updated, and new objectives were incorporated under financial sustainability to address the situation. Advocacy was ongoing both for increases to core funding and reducing barriers for families accessing services. On a positive note Premier Eby announced the addition of funding for ninety new full time positions in early intervention across the province. I continue to act as board chair for the British Columbia Association of Child Development and Intervention (BCACDI) which provides advocacy on a provincial level and I was encouraged by our meeting with Premier Eby, we have seen some gains and collaboration with government on some of the key issues in our sector; most notably the pause on the provincial role of the FCC's and MCFD's plans to end individualized funding for children with autism.

Some highlights of the year included the return of our talent show (in person) and the annual golf tournament to support our fundraising goals for the year. With the funds we were able to install a new H-Vac system, replace some old boilers and increase resources and equipment in several of our programs. We also managed to raise enough money at the talent show to replace the roof on the older wing of the building, renovations will take place over the summer. We celebrated the return of our autism program renamed the GROW program in November. I would like to sincerely thank the staff involved in the process and the amazing behaviour interventionists that took on the challenge developing a new program while attending school at the same time to gain certification. The Christmas season saw a return to in-person gatherings and we were able to celebrate staff appreciation with a night of games and team building, our family potluck at the centre with a long awaited visit from Mr. and Mrs. Claus, and a fun bowling night with the board and staff. In addition, with the help of some of the best staff and donors, we were able to provide fifteen Christmas hampers to families in need. I am beyond thankful that the sense of belonging and togetherness has returned to our centre after a long while of uncertainty that hung in the air during and after the pandemic. As the fiscal year drew to a close it was with relief that both of the Health Science Association collective agreements were ratified for our unionized staff, creating stability in the sector and recognizing the tremendous work they do with substantial wage increases and additional benefits. As we looked to 2023-2024 our strategies continue to focus on providing programming in our community that is inclusive and family centered, and continuing to advocate for children to have access to the services they require for positive growth and development.



BCACDI Meeting with Premier Eby and Minister of Children and Families, Mitzi Dean



Looking for additional resources.....

Executive Director's Report—Tana Millner continued



I want to give thanks to the community for your support over the course of the past year, and to all of our funders and donors; we could not provide quality programming to our families without you. I also want to express my deepest appreciation for the amazing people I have the pleasure of working with. Their level of expertise, and the dedication, compassion and care they extend to the children and families they support, is truly inspiring. What makes it even more remarkable is that they demonstrate these qualities and skills day after day, despite the pressures of large waitlists and caseloads, their commitment to the clients they serve is always prevalent. To the board of directors, thank you for making the CDC a part of your lives and giving back to the community in such a profound way. I value your support and encouragement in my role as executive director, but more importantly, you all have the best interests of not only the organization but the families and children of this community at heart. Finally to the families, it is a privilege to be a part of your child's growth and development, thank you for choosing to make the CDC family part of your journey.

Carf Accreditation

We received a three year accreditation from Carf in June of 2021. The survey was virtual for the first time as covid was still an concern. Carf surveyors took an in depth look at our operations and how we deliver services. We were awarded a three year accreditation, which is the longest an organization can achieve, and we continue to monitor our services to ensure we are meeting the CARF standards. Our next survey is scheduled for June 2024 and will again be in person.

Talent Show & Golf Tournament

We were so grateful to be able to host our 50th Annual CDC Talent Show back at the North Peace Cultural Centre for the first time in 2 years! March 3rd marked a very memorable night raising over \$100,000. Funds raised are being used to replace the roof on the older section of the building. We were also very fortunate to be able to host our charity golf tournament again after a two year hiatus, everyone had a fantastic time and we raised over \$40,000 that was also supporting our roof replacement project.



Backstage jitters at the talent show!



The golf tournament Committee
Absolute best crew!!

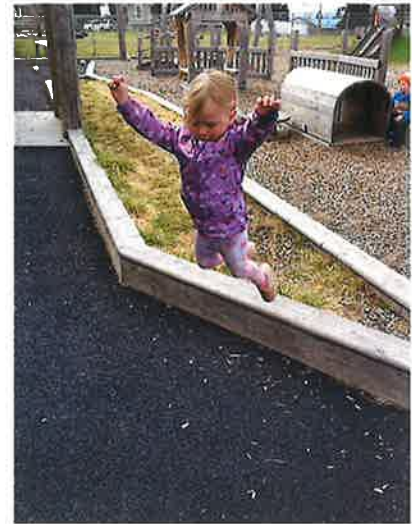
CDC Celebrations

The new swing donated by Rogers Trucking and FSJ Rotary provided hours of enjoyment for kiddos!



Tidbits: The majority of children accessing programming do not have a set diagnosis. Families and children are supported based on needs for over 80% of our services. Currently only our Autism Program and the Special Services Program require a diagnosis.

- ◆ CDC staff sponsored families in need with Christmas Hampers.
- ◆ The Annual Talent Show raised over \$100,000
- ◆ Received grant from North Peace Community Foundation
- ◆ Increases to core funding for Supported Childcare Program
- ◆ Expanded our Playcare spaces
- ◆ Autism opened as the GROW Program
- ◆ Golf Tournament Raised over \$40,000
- ◆ Airconditioning added to older section of building



**“I believe I can fly.....”
Gross Motor Skills on display!**

Networking, Collaboration & Training

- ◆ Sunnyhill Positioning and Mobility Clinics
- ◆ Psychological Outreach Assessments
- ◆ BC Family Hearing Resource Centre
- ◆ Northern Brain Injury Group
- ◆ CCRR/Early Years Table
- ◆ Tapping into Tech/University of Victoria
- ◆ BC Association of Child Development and Intervention
- ◆ Autism Provincial Community Collaboration Group
- ◆ Heart/Mind Wellness Training from an Indigenous Lens
- ◆ Circle of Security
- ◆ Early Denver Start Model Training/Behaviour Intervention (Autism)



Decking out the doors for Christmas !



Tapping into Tech Crew

Program Reports

Aboriginal Infant & Infant Development



This year has been extremely busy with the number of referrals received, the demand continues to grow creating pressure on caseloads and waitlists. It has also been a year of tremendous growth in the Aboriginal Infant Development Program. Certainly, the caseload has grown but so have community connections. Nicole is now doing outreach to Halfway River First Nation, Blueberry First Nations and Doig First Nation. She has tailored her support and resources to meet the needs of each individual community. At Halfway, Nicole meets with individual families to provide support. She joins NENAN at Blueberry to provide support in a group play setting. At Doig, Nicole provides mentorship to the early childhood educators. Nicole and Pam have also set up an arrangement for the early childhood educators from Doig to come and shadow here at the CDC. Nicole also attended the 30th Aboriginal Infant Development Program gathering in Victoria last August, and she also had success completing a Certificate in Infant Development and Supported Child Development through UBC. Abby took a breastfeeding course through Douglas College. We had been noticing an increase of babies being referred to IDP with torticollis (tightening of a neck muscle) and it was making it difficult for some caregivers to breast feed as positioning was difficult, this course along with support of the physiotherapist helped address this. In addition, Abby and Deanne paired to offer an Infant Massage/ breastfeeding support group for families on caseload. Circle of Security was offered three times this year through AIDP & IDP. We covered a range of people as one was provided to families on caseload, one was provided at MCFD to caregivers who were involved with child protection and one was offered to the waitlist. Our waitlist for Circle of Security includes community members as well as families on caseload.

Family Play and Learn

Family Play and Learn returned to drop-in March 2022 and a capacity of 15 children was set to facilitate the transition to larger group sizes. In July we returned to full programming with our capacity of 20 children (at a time) plus adults. Parents report how helpful it is to be able to access information about their child's development or parenting concerns as they come up. They feel supported and the program also helps connect them to resources in the community. Common topics parents seek information about include: potty-training, healthy eating (picky eater), sleep (not sleeping), infants-gross motor development (tummy time, rolling, sitting, crawling and walking), behaviours (not listening, hitting, biting, child never stops/so busy, separating from parent) and Is it normal. There has been a noticeable increase in the number of children attending presenting with complex needs and developmental concerns and number of children that are very shy/anxious. In August Pam -Early Years Family Resource Worker (EYFRW) and Nicole-Aboriginal Infant Development Consultant (AIDP) teamed up to provide services to the three Indigenous Communities again. Pam also participates in monthly meetings with the FSJ Early Years Community Table as a CDC representative. The table is looking to bring back some of the popular/ successful Family Friendly events and brainstorming ways to meet the needs and fill gaps in early learning in our community.



Program Reports

Speech Language Pathology



It was fantastic to have the mask mandates lifted this year, as it was extremely difficult to conduct speech therapy service while having your mouth covered. Paddy-Jo continues to provide direct therapy and consultation to parents and other departments within the CDC. She is on the Registered Autism Service Providers list for children with ASD and was instrumental in getting the GROW Autism program off the ground. She continues to work closely with the other staff in the program. The caseloads and waitlists continue to put pressure on the speech services but we were fortunate enough to be able to increase Paddy-Jo's hours slightly and continue contracting with Thyra Driver and SLP that visits every 6 weeks. Shannon Coogan joined the early intervention program this year replacing Jenny Ockenden as the therapy assistant. Paddy-Jo continues to be the Designated Service Provider for the BC Early Hearing program, and provides ongoing feeding therapy to families as well as provide recommendations on a consultation basis. She also completed her ESDM Certification. 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 treatment approach. In collaboration with the OT department, we gathered information from other CDCs across the province and have implemented a new multidisciplinary waitlist consultation model to support complex kids while they are on the waitlist for intervention. This has allowed us to recommend strategies and resources to families and provide some programming direction to the infant development consultants who support these waitlisted families. While this model is still in the early stages, it seems to be reducing the need for an urgent waitlist, as these families are receiving supports and recommendations earlier. This doesn't however reduce the demands of the community for therapy, continued advocacy for another full time SLP continues to be a priority.



Program Reports



Physiotherapy

The challenges recruiting a full-time physiotherapist continue to be an issue for the centre. That being said we have been successful in maintaining our two therapists that are providing locum supports on an ongoing basis, Tamara Bandet for direct service delivery and Catherine Parekh for telehealth services. The physiotherapy team provided direct, virtual and block therapy sessions to clients with complex needs. Working in conjunction with the entire early intervention team and supported by Rhea Blain, therapy assistant extraordinaire, children and families were able to access services in the centre, virtually, and in their homes. The physiotherapists also worked closely with Sunnyhill during the seating and mobility clinics hosted at the centre. Caseloads and waitlists continue to be an issue as provincial funding does not provide enough hours to meet the demands for services in our community. To address this inequity in our region for early intervention services, leadership continues to advocate strongly for more resources.



Occupational Therapy

This year the occupational therapy department provided assessment, consultation and direct therapy to support the developmental progress of our clients and support their families in working towards their goals for their child. The OT department facilitated several group programs including: the interoception curriculum in the early learning program, a virtual parent-child kindergarten readiness group, and an in-person kindergarten readiness camp for children at risk for ADHD, who were on both the AIDP and OT caseloads. Community collaboration this year has involved some ongoing consultation and support to the CDC Playcare, provided Circle of Security in the Classroom training for the local YMCA daycare, and providing some more in-depth transition support with school district 60 for some complex kids who started kindergarten in the fall of 2022. The OT department had more close collaboration with provincial teams this year out of BC Children's and Sunnyhill including psychology outreach, the positioning and mobility team, and aquatic therapy. Erin also attended a hands-on course wheelchair seating assessment and adjustments at Sunnyhill, as the caseload of current clients with specialized seating and equipment needs grows. Rhea Blain, the physio and occupational therapists' assistant continues to be the backbone of the department. She primarily sees clients for block therapy with supervision from OT/PT. This year she has also facilitated a motor planning and coordination small group and has been instrumental in continuing the implementation of the interoception curriculum in ELP. Rhea manages the pool from daily maintenance to coordination of all centre and community users. In collaboration with the SLP department, we gathered information from other CDCs across the province and have implemented a new multidisciplinary waitlist consultation model to support complex kids while they are on the waitlist for intervention. This has allowed us to recommend strategies and resources to families and provide some programming direction to the infant development consultants who support these waitlisted families. While this model is still in the early stages, it seems to be reducing the need for an urgent waitlist, as these families are receiving supports and recommendations earlier. The growing waitlist continues to be a concern for the OT department. Further, the complexity of the clients and families accessing service is increasing making the wait times longer as more service would be beneficial for complex individuals and families. There were 90 children on the OT waitlist at the start of the fiscal year and despite significant caseload turn over, with 50+ clients being discharged to kindergarten in the fall of 2022 and new clients taking their place on caseload, there were 132 clients on the OT waitlist by the end of this fiscal year. The OT department is not currently able to keep up with the needs of the community and incoming referrals. Some families are waiting over 2 years to see an OT at the time. Providing prompt, appropriate, and creative supports to families while they wait for occupational therapy intervention is a priority for the department. Developing tools and systems to try to address this, while still providing quality service to families is a focus for the upcoming year.

Special Services (Respite and Skills)



Staffing was a challenge this year for the Special Services Program, as well as the demand for services. These factors meant that we were unable to provide programming to all the families that wanted to access. To mitigate some of the gap, we introduced a cancellation call in list. Families were able to still sign up for services and could indicate if they were available last minute or needed more of a heads up for services. We had a few families participate in this and it helped with keeping our groups full during child absences. Summer Camp 2022 was offered in July and August, and we had 40 children sign up to attend. Families were given 8 groups to chose from, mornings or afternoons, and if we were able to, we offered additional time. We were excited to take a group of children once again to the Exceptional Rodeo in Dawson Creek during the fall fair. Children were able to meet rodeo professionals and participate in a variety of rodeo type activities. Special Services resumed regular programming in September 2022, we had 31 children register and sign up for space this year. We are thankful to the Early Intervention Program for extra use of the hydrotherapy pool this year. We have been unable to access the community pool, so it has been helpful to have access to the centre pool with our evening groups as well! We have been excited to see families continuing to develop relationships with each other. It is very heartwarming to see the friendships develop not only between the children but also between their parents. This is an important reminder as to the benefits of providing the program in a group-based format. In October, researchers with the Tapping into Tech project visited the CDC and hosted information sessions for staff and families. Crystal continues to support the project and will be working on the development of a smart therapy room for the CDC.



"We believe that all children and youth are entitled to a safe and welcoming environment where they are free to be themselves and develop friendships amongst their peer group. We strive to model and teach life skills while accessing and utilizing goods and services within our community and surroundings."

Family Services

We started the year with autism awareness. The CDC shared information out to the community and received a Proclamation from the City of Fort St. John stating that April is Autism Awareness Month. As always, early in the year planning for Kindergarten Transition starts. Meetings were coordinated with happening in early April and continuing into May and June. We have noticed that there is a higher than normal numbers for transition meetings this year and there is a definite trend that there are more children with designated needs requiring this service. Coordination with our SD60 Support Services District Principal, school administration teams, families, therapists, and Susan, the Family Services Coordinator, is time consuming process. New referrals continue for Family Services as many families have this uncertain feeling of "Is my child ready for school?" May and June mostly consisted summary report writing and Kindergarten meetings for the children at the schools they were attending. Intake catch-up, file clean-up and discharge were happening over the summer. CDBC Outreach happened in mid-August, Dr. Nancy Lanphear, the head Pediatrician from Sunnyhill Childrens Hospital was at the CDC to complete the assessments for families. September had many families checking in to see if school visits could be completed for them with their children as to relieve some of the anxiety around entering school in mid-September. Susan assisted the families in coordination with the administrators at each school. Susan is a committee member for the At Home Program and time was spent reviewing files for families of children with complex medical conditions apply for funding to cover medical expenses and potential respite services. She also provided coordination to help 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. In November Susan along with Deanne Ward IDP Supervisor did a five-day training for a parenting program called "Nobody's Perfect Parenting" (NPP). The goal is to improve participants' capabilities to maintain and promote the health of their zero-five-year-old children. We will aim to promote positive parenting and to increase parents understanding of their child's health, safety and behaviour. This year's psychology assessments were held the week of March 6th – 10th. Dr. Talbot was able to do an extra assessment for us through dollars provided by MCFD for a school-aged child that at one point in time was seen on CDC caseload.



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. This year support was rendered in facilities within the city (April 2022-March 2023). The SCD Program provided consultation and direct support services to families of children in 3 licensed community preschools (including the CDC's 1 Early Learning Program classes) and 6 licensed community daycares, including Playcare at the CDC. Community consultations as well as intakes, programming, skill development, attachment related behaviour change, and community networking was also carried out throughout the year. The SCD program had a staff team of 10 support workers that worked within the CDC as well as in the community. Recruitment of staff had been a steady focus. Staffing has been fairly stable, one support worker left to join the autism program within the CDC, in November 2022, while we also gained a worker from the Skills and Respite Program in January, 2023. From September through March, there were consistent referrals to the program from preschool teachers within the centre, and preschools/daycares in the community. The consultant shared support workers between daycares and preschools where possible. Support was spread out in bits and pieces and centres were happy to have a 'person' to help. The SCD Consultant and Occupational Therapist completed The Circle of Security Training with staff from the YMCA (Ma Murray). Shiante Pereira the program supervisor completed, a 6 week ESDM Advanced Work Shop in Feb- March, 2023 in preparation for her new role in the GROW Program. On of the challenges facing the program is the level of burnout and mental health issues experienced by the support workers due to the increased complexity of children and the demand for services. The centre was able to secure additional funding for SCDP this year for parenting programs and additional direct hours to alleviate some of the pressures.



Program Reports

Early Learning Program/Playcare



It was a busy year for ELP and Playcare, we had full classrooms with services provided by a very knowledgeable and welcoming staff. Children and staff enjoyed many fun days such as Wacky Hair, Costume, Hat day, Pajama Days, and making Fruit and Vegetable salad, just to name a few. We hosted several open houses with the highlight being our ELP family open house in December, Santa and Mrs. Claus were able to stop by! Over 30 families attended with their children. The 50th annual talent show was live at the Cultural Centre, with only one preschool room and playcare participating is made for a lot less chaotic evening. Thanks to the CDC staff, parents and some of staff's children our transition from dance room to the stage and back was pretty smooth. The Early Learning Program hosted fundraisers throughout the year to support supply and resource pur-

chases, raising over \$1000. There were many invitations to play using, cardboard boxes & tubes, wood, a variety of sensory tables, scarves and other loose parts. We have a set of wooden builders that we use outside and in the classroom. We purchased a new Climbing set for Playcare as well as Body Socks, Fidgets, Sand timers and started using a few other "tools" (therapeutic music, short yoga videos) recommended by our OT's to assist with creating a calm & secure environment which in turn assist the children with regulation. This year in ELP we noticed that many children are experiencing challenges with sensory, attachment and social emotional development, etc. a possible side effect of covid and the isolation it created. Our staff participating in the Early Care and Learning Recruitment and Retention Strategy Child Care Programs Case Study / Survey in January 2023, the aim of the program is to improve staffing levels for ECE's and ECEA's.

Grow Autism Program

With the closure of the autism program in the previous year the staff took several months examining the fundamentals of the program and how to improve upon it once we were able to retain staff and again provide behaviour intervention services. Recruitment of staff took place in September and the program, resumed services in November. With the changes to the program, a new name was created GROW (growth, relationships, opportunities, and wins). The program has two behaviour interventionists, a behavioural consultant, occupational therapist and a speech language pathologist. It was a slow start with only 6 children accessing services but the need continues to grow. Both interventionists are attending Douglas College to gain their certification in behaviour intervention and have since graduated. The demand for programming is clearly significant and staffing levels will need to be assessed for the upcoming year. A special thank you to all the staff involved in this program for your hard work and commitment to the families that benefit from these services.



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, 2023) (CRSP Report)

	2022-2023	2021-2022	2020-2021	2019-2020
IDP	177	162	117	194
PT	99	70	115	119
OT	59	82	132	124
SLP	139	117	114	224
FS	74	58	71	68
SCD	68	87	79	84
SPS	71	93	92	70
AIDP	79	71	45	16

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

	2022-2023	2021-2022	2020-2021	2019-2020
IDP	43	76	73	75
PT	91	132	138	122
OT	132	95	78	73
SLP	205	175	160	136
FS	22	27	15	20
SCD	34	33	34	32
SPS	121	55	41	46
AIDP	1	15	5	0

Active Caseload (Report 29 including -FPL & ELP)

2022-2023	2021-2022	2020-2021	2019-2020
766	897	789	887

Waitlist Totals (Report 36 as of March 31, 2023)

2022-2023	2021-2022	2020-2021	2019-2020
663	686	663	609

Unique Clients Served (Report 36)

2022-2023	2021-2022	2020-2021	2019-2020
851	943	947	1204

New Centre Referrals (Report 29)

2022-2023	2021-2022	2020-2021	2019-2020
1249	1512	434	1302

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

2022-2023	2021-2022	2020-2021	2019-2020
210	185	246	242

Family Play and Learn Unique Children Served (Report 29)

2022-2023	2021-2022	2020-2021	2019-2020
445	255	129	404

Tidbit: Top referral source is families self referring.
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 opportunity to access space in such a welcoming facility is a win for families"

Community Partner comment

Staff Survey Results *Fun fact 60% of staff have been a CDC employee for longer than 5 years*

Staff reported a high level of satisfaction rating with their place of work on each of these areas:

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

Areas of Improvement:

- Manageable caseloads.
- Equipment and materials to do my job effectively.
- Recognizing the complexities of caseloads.

"We all took delight in our 50th Annual Talent Show. It was great to be live and back on stage. This year many of the children of staff were involved in volunteering or performing. This speaks to the atmosphere at the CDC. It is definitely not a place where people just come to work."

Staff Member's comments



CDC Survey Highlights

Process of Care Questionnaire Highlights:

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

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

- ◆ The CDC provides a caring atmosphere
- ◆ Increase competency as a parent.
- ◆ Looked at needs of the whole child - emotional, social, physical
- ◆ Families reported very high levels of satisfaction in having a good relationship with CDC staff and feeling treated as an equal.
- ◆ Families appreciate that they can attend all the programming in one location.
- ◆ 100% of families surveyed felt the services received helped their child and family.

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.
- Providing written documentation and regarding child's progress.

Quote from a parent "The CDC is our second home, it is so welcoming and I feel like part of a family"

Quote from a parent "Keep up the amazing work! OT/PT and infant development have been absolutely amazing and super helpful with my boys, not sure where I would be without you all!"



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 2022-2023 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.

Quality Improvement (MPOC)

Areas Requiring Effective Change	Action Taken
Increase overall level of satisfaction for families receiving services.	Provided options for families receiving services including in centre, virtual and in community and in homes. Did groups over the summer to help children that were aging out of services get ready for kindergarten entry. Hosted Sunnyhill Outreach clinics, CDDB assessments, Autism Assessments and coordinated services to other providers in community.
Families would like to see reduced wait times for services and increased frequency.	Advocacy for additional resources in our community are ongoing, parent resources have increased and early intervention team has introduced a multi-disciplinary consult model to address those waitlisted children with high levels of complexity been seen, and then providing supports to consultants to assist families until such time that they are able to be put on active caseloads.

Cultural Competency and Diversity

Areas Requiring Effective Change	Action Taken
Diversity within staff and cultural capacity enhancement	Staff analysis was conducted and is part of information driving our strategic plan. Cultural plan review conducted and shared out during orientation days. Aboriginal Infant Development is working in collaboration with all programs to support Indigenous Families. Cultural days celebrated in all programs. Part of research project Tapping into Tech to support rural communities. Staff book club continues with a focus on culture and diversity.
Welcoming and supportive environment .	Increase artwork, added animals for way-finding walls endemic to the region and renamed rooms. Cultural books available all through centre.



Early Learning Program & Playcare Program (no significant changes from previous year)

Areas Requiring Effective	Action Taken
Parents would like opportunities to participate in class.	Provide opportunities for families to participate ie; field trips, potlucks, open-houses, hi-momma correspondence and orientation days.
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
Stress reduction to increase health and wellness activities	Bookclub continued, staff appreciation days, Potlucks and BBQ took place.. Orientation days included self-care training and discussions. Survey conducted on Developing a wellness committee to organize events suggested in surveys ie yoga, walks, pottery etc.
Caseload demands. <i>Note this remains ongoing and advocacy continues for additional resources for our region.</i>	The new consult model and the introduction of kindergarten readiness groups, and upskilling staff to increase efficiencies are some of the initiatives put in place to address this issue.

Community Stakeholders

Areas Requiring Effective Change	Action Taken
Promote awareness of CDC programming to stakeholders.	Increased online resources, did media posts to keep community up to date on changes at centre. Worked with provincial MLA's to advocate for additional funds to address the caseload size and extensive waitlists.

Fun Fact

There were 2660 visits to the Family Play and Learn Program this year up from 1318 in the previous year.

