

2023-2024 OUTCOMES REPORT

Celebrating 50 years in the community!



**Child Development Centre Society of
Fort St. John and District**

*“Ensuring the best health and development for the
children, youth, and families in our communities”*

*Respectfully living, learning, and playing on the traditional territories of the Dane-Zaa
within Treaty 8*

Mission, Vision, and Beliefs

Mission:

Partnering with families and communities to support the health and development of our children and youth through inclusive programs and innovative services.

Vision: Ensuring the best health and development for the children, youth, and families in our communities

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 completed its ten year commitment of \$150,000



Matt and Jenelle Loewen donated an accessible van during our Annual CDC Talent Show

2023-2024 Board of Directors

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



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....



Clarence Malbeuf with Vermilion Energy dropping by with a \$10,000 cheque

The team from Surepoint Group donating and prepared all the food at our 50th Anniversary Open House



During the Christmas season Conoco-Phillips donating \$4000 for bathroom upgrades .



Taylor Stevenson donated proceeds from his lemonade stand to the Early Intervention program. His mom Ami-Jo, is an occupational therapist in the program :).

Special thanks to some other amazing donors:

- Thelma Ostero
- McDonalds
- Big League Utilities
- Bob Lamoureux
- Canadian Water Serve and Save

- Double R Repairs
- Chopped Leaf
- Corney Teichroeb
- Gridline Projects Ltd.
- Epscan Industries

- Todd Energy Services
- Alstar Group
- Candoo Oilfield
- Strait Group
- Mobil 1 Express

Noteworthy Events



The CDC Float in the annual Santa Claus Parade



The great flood of 2023!!



CDC 50th Anniversary Open House



"Frankie" entertaining the littles during Halloween

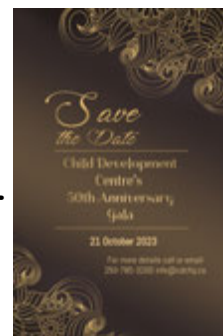


Grayson Ward working hard at McHappy Day to raise money for the CDC

50th Anniversary Gala

On October 21, 2023 we celebrated a tremendous milestone for our organization. We had a wonderful evening of sharing stories, reminiscing, recognizing the children/youth and families we have had the pleasure to work with, and honoring all of the people that have made it possible over the past 50 years!

It was truly a night to remember, with the community coming together to celebrate.



Our Host with the Most!!
Mr. Ted Sloan



MLA Dan Davies, congratulating the CDC on 50 years of services in the community



Some of our amazing long-term donors



Cindy Singer celebrating 35 years of service

50th Anniversary Gala Continued



Funmi Layo Atilola shared her family's journey with the CDC, and how the services and supports they received made a difference in their lives.



The board and staff of the CDC enjoying the celebrations.



Some of the caring and kind therapy team enjoying a much deserved night to celebrate all their hard work!



Dancing the night away!

The CDC in the Community



CDC staff and families participating in the Terry Fox Run



CDC crew at the Early Years Health Round-up



Pam Lillico, Early Years Coordinator and Nicole Inglehart, Aboriginal Infant Development Consultant, spending time out at the Doig River First Nation Community



Special Services kiddo on a field trip to Dunvegan Gardens

President's Report—Charles Fowler



It is my pleasure to present the President's report for the 2023-2024 year at the Child Development Centre. The past year has been one of great progress and preparation for an exciting future. I would like to thank the entire board, our executive director, and our staff for their dedication and hard work in moving our organization forward. We have made significant strides toward achieving the goals outlined in our 2021-2023 strategic plan including, strengthening partnerships with local organizations to increase our impact and community understanding, implementing new technologies to streamline our operations and improve service delivery, expanding our outreach efforts to better serve underrepresented communities, advocacy on behalf of our children, youth and families on a provincial level, focusing on recruitment and retentions measures and invest in staff development, and ensuring financial sustainability. This year we did a comprehensive review of the plan and invited Kwela Leadership to facilitate sessions and develop a new strategic plan spanning the next five years. Objectives included financial sustainability, services and programming, community relations, and people and engagement.

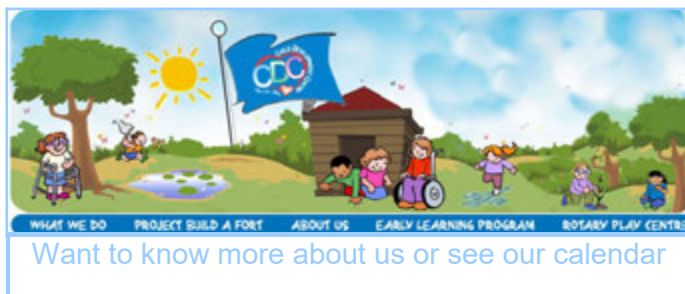
We were thrilled to welcome Lacey Wrobel to our board. She brings a valuable parent perspective and administrative expertise to the board and has a deep commitment to our mission.

This year marks a significant milestone in our organization's history—our 50th anniversary. To celebrate this achievement, we hosted an open house in the summer and an gala in the fall. The open house gave our community an opportunity to celebrate the milestone with us and the children had a great time with all the activities the staff provided. The gala was a special evening of celebration, recognition, bringing together supporters, stakeholders, and friends of our organization. It provided the opportunity to explore the impact we have made over the past five decades and it was a wonderful way to commemorate this historic moment.

I would like to take a moment to express my deep gratitude to our incredible staff and our Executive Director, Tana Millner, their tireless efforts, passion, and dedication have been instrumental in our achievements this year. Despite the challenges we faced, they have continued to go above and beyond to serve our mission. On behalf of the board, I want to say a heartfelt thank you for all that you do. As we look ahead, I am excited to see what the future holds for the CDC. Thank you for your commitment to our organization and our mission.

Here's to the next 50 years!

Sincerely,
Chuck Fowler



Executive Director's Report—Tana Millner



Dear Friends and Supporters,

As we reflect on the past year, I am proud to share the achievements and progress of the Child Development Centre. Thanks to the unwavering support of our community, and the dedicated staff we've made significant strides in our vision of ensuring the best health and development for the children, youth and families in our region. From securing vital grants and completing strategic priorities, to welcoming new staff, upgrading our facilities, and reaching a major milestone, this has been a year of tremendous growth and impact.

As always the demand for our services is high, and we do not have sufficient funding to address the needs. As an organization we seek out every opportunity for innovative ways to provide services for the record number of referrals. We were successful this year to receive \$38,000 for a .5 therapy assistant position and after decades without any increases, the Respite and Lifeskills, were provided with an additional \$196,000. This funding certainly helps, but still does not adequately address the needs of those children and youth waiting for services. We received several grants to offset costs including those from provincial gaming, North Peace Community Foundation, Conoco-Phillips, Inclusion BC, and Tapping into Tech.

Fundraising continues to be very important to the sustainability of the Child Development Centre. Our two signature events, the CDC Charity Golf Tournament raised \$49,000 and the CDC Talent Show raised \$95,000. These funds helped replace the roof in the older section of our building and covered the clean-up costs when the basement flooded. In addition we also kicked off our new capital campaign to purchase the Nelson home. Fundraised dollars also helped support programming hours. Thank you to the generosity of the community, performers, business and individual donors, and all the staff and volunteers who make these events so successful.

2024 was a memorable year which marked our 50th Anniversary. The CDC hosted an open house for children and families, followed by a night of celebration and recognition in October with our 50th Anniversary Gala. This formal event recognized families, volunteers, and our community partners. Most importantly we were able to recognize Dr. Richard Moody for his contributions for nearly 48 years as Medical Director for the CDC, Cindy Singer, Early Learning Program Supervisor, who celebrated 35 years of service, and Sherri McDonald who was one of the original parents that created our CDC.

As part of our commitment to accountability, we conducted comprehensive performance evaluations for employees as well as evaluations on our programs and services. This involved collecting feedback from the people we serve, staff, and community stakeholders. The board introduced a new strategic plan as well, with the following objectives; financial sustainability, services and programming, community relations, and people and engagement, some of which is on a provincial level.

I continue to fulfill my duties as a Chair of the BC Association of Child Development Intervention (BCACDI). The BCACDI is a provincial association of agencies that provide child development and therapy services to children and youth with support needs and their families in BC. The Association's mission is to advocate for quality child development and therapy services which are inclusive and accessible to all children and families and to provide member agencies with a forum for communication, information sharing, and problem solving. I also continue to represent Child Development Centres on several MCFD committees including the Financial Technical Advisory Committee (FTAC), the Social Services Community Collaboration (SSCC) Working Group and the Autism Sub-Committee.



Executive Director's Report—Tana Millner continued



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.

Looking ahead as we move into a new fiscal year, we are excited to expand our space and programming with the addition of the Nelson home. We will also be launching a new website and introduce new corporate branding. We look forward to continuing our strong partnerships in the community and building new relationships to provide quality, timely, and family centred services for children, youth and families in our community.

I would like to close this year with a heartfelt thanks to the children, youth and families we serve, to the community of partners, donors and sponsors that support our mission, and to Ministry for Children and Family Development and Northern Health for their continued support and funding to the CDC. Also I am very grateful to the board of directors for the time and care you put into our organization and the support you provide. Finally to the amazing staff of the Child Development Centre who really are the heart and soul of what we do. They continue to persevere in times of intense pressures for serviced delivery, coupled with increased complexity of children and families, with no significant additions to staff hours. Your determination, care and support is the foundation of our success and continues to make a lasting difference in our community.

Thanks very much!

Tana



The biggest draw at the talent show, the preschool and playcare kiddos!!



Golf Tournament Committee
The absolute best crew!!

CDC Celebrations

Lots of fun had at the CDC Open House



Tidbits: There were over 1200 referrals received for services this year!



Staff taking a much need break during Mental Health Week

- ◆ CDC celebrated 50 years of service with an Open House and Gala
- ◆ The Annual Talent Show raised over \$95,000
- ◆ Roof Replacement Project Completed
- ◆ MCFD increased funding in early intervention for a .5 therapy assistant and also received increases to Special Services
- ◆ Received Grants from Inclusion BC, Gaming and Conoco-Phillips
- ◆ Golf Tournament Raised over \$49,000
- ◆ Received the Family Support Institute award for “Leading Non-Profit for Supporting Families”



Watching the garden and kids grow

Networking, Collaboration & Training

- ◆ Sunnyhill Positioning and Mobility Clinics
- ◆ Psychological Outreach Assessments
- ◆ BC Family Hearing Resource Centre
- ◆ Northern Brain Injury Group
- ◆ CCRR/Early Years Table
- ◆ BC Association of Child Development and Intervention
- ◆ Autism Provincial Community Collaboration Group
- ◆ Provincial Social Sector Contracting Group
- ◆ MCFD Financial Technical Advisory Committee
- ◆ Building Resiliency Workshop
- ◆ Circle of Security



Service Award Presentation

Program Reports

Aboriginal Infant & Infant Development



The infant development program and Aboriginal infant development have the pleasure of walking along side the children and caregivers on their caseload, celebrating every new milestone and help navigate any barriers along the way. The consultants provided consultations, assessments and direct support and with 387 new referrals received this year, it was extremely busy. Last spring, we had a social work student join us for her practicum. It was a very positive experience for IDP/AIDP and the student, and provided much support with administrative tasks in the program, which allowed for more direct services to children. The Aboriginal Infant Development Consultant position was vacant from several months and we were very excited when Tammy McAleney applied and was accepted into the position. Tammy adapted quickly to the roll and is providing services in Fort St. John as well as Doig, Halfway and Blueberry River First Nation communities. We noted a significant increase in referrals this past year and it highlights the importance of having someone in the community making connections and fostering relationships. This year, the CDC was approached to join the Doig health fair. IDP, OT and SLP attended the event. It was a nice way to connect with other service providers as well as the chief and some council members. We typically visit the HeadStart program at Doig so it was it was nice to be welcomed in another facility to meet and mingle.

IDP was able to run a few 8-week groups over the course of the year. We partnered with the Ministry of Children and Families to provide a Circle of Security group to caregivers who were involved with child protection social workers. IDP also partnered with Family Services to run a Nobody's Perfect Parent Group. We followed that up with a Circle of Security group for the same participants.

We continue to participate in virtual physiotherapy sessions with Catherine Parekh. She was able to come to Fort St. John a few times to meet with families in person. It has been so helpful to have Catherine on board as she is very skilled at coaching parents virtually. Since we have been involved with the Tapping in to Tech project, we have new equipment to use during our zoom meetings. We have noticed an improvement in the ability to hear and get the right angle for PT to see the children. Tapping in to Tech has been meeting with us periodically to get feedback, problem solve and make the most of virtual service delivery.



Program Reports

Family Play and Learn



The Family Play and learn is a free drop-in program for children birth-6 years and their parent/caregiver. It provides a welcoming, fun and enriching environment that promotes child development and learning through play and supports parents/caregivers in their parenting role; answering questions and providing information about their child's development, parenting concerns as they come up. It also connects families to each other and resources in their community. This early years program provides the opportunity for early detection, screening and referrals-connecting families to services when needed and provides support to children and their families involved in services/on waitlists. Over 2300 visits to the program throughout the year!

Pam -Early Years Family Resource Worker (EYFRW) and the Aboriginal Infant Development Consultant (AIDP) team up to provide services to the Indigenous Communities monthly. Nicole was in the AIDP position until June when she went on medical leave, the position was vacant until Tammy McAleney was hired, Deanne (Infant Development Consultant Supervisor) filled in- in the interim. The Doig River First Nations (DRFN) Head Start program has expanded with a partnership to use Family Play and Learn space for DRFN Parent and Tot Outreach-they invite families in town to meet (DRFN provides staff and CDC provides space).

Pam participates in the FSJ Early Years Community Table-the table partners collaborated to offer the following three events, Early Years Health Round Up -May 2023, FSJ Loves Families -Nov. 2023, and Family Gym Nights- January 2024. Professional development for the facilitator this year include, Everyday Anxiety Strategies for the Early Years and Changing Possibilities for young children.



“I have made the best friends from people I met here.”

Parent

Program Reports

Speech Language Pathology



The Speech-Language Pathology Department provided consultation, assessment, and direct therapy to support the developmental progress of our clients and support their families in working towards their goals for their children. Paddy-Jo, SLP, continues to work with visiting psychologists and regularly refers children for Autism Spectrum Disorder assessments with Northern Health. Regular collaboration continues to occur with the BC Early Hearing Program, BC Family Hearing Resource Society, Sunnyhill Assistive Technology team, and a variety of programs from BC Children's Hospital. Thyra Driver, SLP continued in her locum role supporting many of the children heading off to kindergarten. Community connections continue to be important. Several members of the CDC staff, including the Speech-Language Pathologist, attended a Health Round Up event at the Doig community. The Speech-Language Assistant provided a support role at the Health Round Up that occurred at the Totem Mall. Paddy-Jo is also involved with waitlist management via multidisciplinary consults. During these sessions, children that are recently referred to the CDC and are in need of service from multiple therapies are seen with their parents by Occupational Therapy, Speech-Language Pathology, and an Infant Development Consultant or the Family Services Consultant. Therapies work with both the parents and children and offer recommendations/resources to support the parents' most urgent goals. The families are able to access a follow-up appointment approximately 3-6 months following their initial appointment. Though not without challenges, this approach to waitlist management appears to be well received by most parents. It is exciting to be actively involved in creating new initiatives to streamline therapy services and refine existing practices to best serve the community. Wait times for children and families continue to grow despite these initiatives with speech services having the longest waitlist in therapies. Advocacy is ongoing to increase speech hours in our community.



Program Reports



Physiotherapy

The physiotherapy team provided direct, virtual and block therapy sessions to clients with complexed needs. Working in conjunction with the entire early intervention team and supported by the therapy assistants, children and families were able to access services in the centre, virtually, and in their homes. The physiotherapists worked closely with Sunnyhill during the seating and mobility clinics hosted at the centre. Catherine Parekh our virtual physiotherapist took part in the Tapping into Tech research project this year along with our therapy assistant, Rhea Blain. School-age therapy services provided by the School District, continue to access our gym and pool for program delivery. 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 children. The OT department collaborated closely with SLP, physiotherapists, infant development program, and SCDP throughout the year to provide priority consultations, coordinated service, and implementation of strategies and recommendations across settings that clients attend, such as daycares and pre-schools. 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, the brachial plexus injury clinic, the assistive technology team, and the tone management clinic.

This year the OT department has focused on continuing education in the areas of: the neurological underpinnings of nervous system regulation, sleep, and primitive reflex integration. Erin also attended a week-long course on picky eating and problem feeding in Edmonton in April. Rhea Blain, the physical and occupational therapists' assistant continues to be the backbone of our department. She primarily sees clients for block therapy with supervision from OT/PT as well as running small kindergarten readiness groups in the summer for children heading to kindergarten. This year we continued with the 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. This model has allowed some families to receive supports and recommendations earlier; we are still working on ways to maximize the benefit of this model of providing service. The growing waitlist continues to be a concern for the OT department, as it 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.

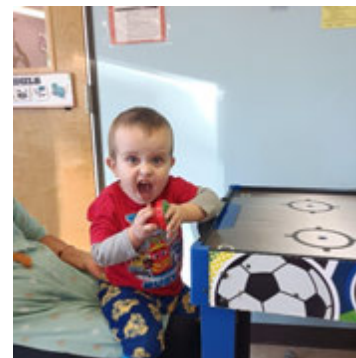


Erin Roberson and Ami-Jo Dunn, occupational therapists and amazing volunteers, provided a fun and interactive game for participants in our annual golf tournament. They did a "Price is Right" and had our sponsors guess the cost of the specialized equipment on display. The majority of those that played along were astonished by price tags and the costs our families face when requiring these items.

Special Services (Respite and Skills)



2023-2024 has been a whirlwind year for the Special Services program! We welcomed and said farewell to quite a few staff members, and we provided services to a variety of children and their families through Respite Care, Skills Enhancement, and Summer Camp programming. Summer Camp 2023 was offered in July and August, and we had 57 children sign up to attend. Families were given 8 groups to choose from, mornings or afternoons, and if we were able to, we offered additional time. Children participated in themed weeks such as nature, art, music, Olympics, STEM and water. Summer camp staff were supported by university students Meghan Pimm, Alyssa Gallant and Jade Gibbons. We also welcomed casual staff Kylie Kalas, Quinelle Pereira and Hailey Baker. We resumed regular Special Services program hours in September 2023. Registration information was sent out to families at the end of July. Due to the large number of kiddos referred that are home-schooled we included a homeschool group in the morning in our planning. Unfortunately, this group did not get much interest and those kiddos signed up to attend were moved into evening groups so they could still be with age mates. 52 children were registered for services during the 2023-2024 program year and 25 families accessed Spring Break services. This year we also introduced non-instructional day programming, based on feedback from families. Children and Youth with Support Needs Social Worker, Gwen Bellamy, and Crystal Kalas met regarding program caseload, waitlist and prioritization. CYSN would like to be more involved in the service provision and offering of services to families using their rating scale. It has also been requested that we take into consideration service duplication so that families are receiving fair access to programs they qualify for. Special Services, after at least 22 years, has finally received an increase in funding! Staff will increase their hours to full time, and we will be able to offer more services to families! This is exciting for the program as our waitlist has grown.



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. Kindergarten Transition meetings were being coordinated in March and April with meetings for families in early April and continuing into May and June. Coordination with our SD60 Support Services District Principal, school administration teams, families, therapists, the coordinator Susan Cross, followed to discuss and schedule kindergarten transition for over 35 children. We again saw higher than normal numbers for transition meetings for children with specific designations for Ministry of Education criteria. Multi-disciplinary team consultations with the therapists and IDP/AIDP/FS were conducted this year to help complexed children that are waiting for services. These consultations are helpful for the family services coordinator and consultants as they are able to support children and the families with target resources and recommendations from the therapists until such time that the child can assess direct therapy services. The families have been very thankful for the information and follow-up from the team. New referrals continue for Family Services as many families have this uncertain feeling of "Is my child ready for school?" The Early Years Round-Up happened at the local Fort St. John Mall and a team attended for the day, with new referrals received. The "At Home Program" file reviews happened throughout the year as the coordinator sits on the regional committee. Files are based on medical need and the need for respite support for families. The coordinator along with the Executive Director and Occupational Therapist attended a meeting at the Fort St. John Medical Clinic to talk about programs and share the process for referrals to one of the Mental Health Support Programs in Fort St. John. The Northern Health Assessment Network – NHAN – was here for 2 days in July and returned again in December for 5 days to complete some ASD assessments. Susan continues 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 etc. Psychology assessments took place in early spring with Dr. Karley Talbot. Supports for families with Variety BC Funding applications and Jordan's Principle funding were provided so they can benefit from the private ASD assessments and private speech services as opposed to waiting for the publicly funded programs. Susan along with Deanne Ward, IDP consultant, hosted "Nobody's Perfect" training for families in the community.



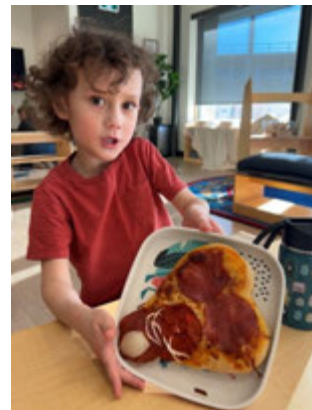
Supported Child Development Program



The SCD Program provided consultation and direct support services to families of children in 3 licensed community preschools 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. From April 2023 through March 2024 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. SCD is intensive with program plans for children, networking with families, centres, staff and support workers, there is a lot of coordination required as well as follow-up. A concern with the program as daycare spaces are expanding, is that there is not enough hours for mentorship and training for front-line staff and community providers. Working with neurodivergent children requires a sound understand of neurotypical development, and sadly with the demand for services it is challenging to ensure mentorship and necessary training take place. Several “Circle of Security” (8 week) workshops were provided in order to expand skill set and community capacity.

Grow Autism Program

It was a busy year in the GROW program with 12 children accessing services including 2 school-aged. The supervisor of the program, Shiante Pereira, started the Early Start Denver Model (ESDM) certification in July, 2023. Steps 1-3 were completed in January 2024. The consultant worked actively with a child at risk for Autism, twice a week. The program was modified somewhat when 2 interventionists went on medical leave for extended periods of time. For the sake of continuity of service for the children and families, a part time support worker stepped into the autism program and provided play-based services, with mentorship provided by the Behaviour Consultant. Susan Cross, Family Services Coordinator continues to help families navigate the challenging path of autism, from how to access assessments, follow-up paperwork once diagnosis is received, and how the MCFD autism funding portal works. For many of our families, they do not have the capacity to do this on their own. There is a need in the community to expand autism programming for children ages 6-19 however, the centre does not have the capacity to offer this at this time.



Program Reports

Early Learning Program/Playcare



Things were exciting as always in the Early Learning/Playcare Program. We said farewell to our some of our preschoolers and welcomed new faces to the centre in September. We hosted an ELP family open house in December and Santa and Mrs. Claus were able to stop by! It was a successful evening with 75 – 80 people attending. Another great event included the 50th anniversary open house, it was absolutely amazing, everyone enjoyed the bouncy castles, crafts and face painting. In March lots of children performed at the 51st annual talent show and we were thankful to the overwhelming number of parents volunteers that assisted on the field trip. The Early Learning Program hosted fundraisers to purchase supplies and resources including Purdy's Chocolate at Christmas and Easter making over \$1570. Adding to that class photos were also a bit hit and raised \$375. The staff took part in several professional development opportunities including Heart - Mind- Wellbeing workshop, Social Emotional Learning and "Building Resiliency & Better Stress Management" presented by Debbie Pearmain. Several practicum students joined us this year including 2 social services worker students an Early Childhood Educator student. Families continue to benefit with government subsidized fee reductions. Preschool families received \$90.00 a month deduction and Playcare was \$545.00 a month. Children and staff enjoyed many fun days such as Wacky Hair, Costume, Hat and Pajama Days, making Fruit and Vegetable salad, decorating their classroom doors in December & then touring around the Centre to vote for their favorite door. The preschool door won the competition!! The team participated in the Early Care and Learning Recruitment and Retention Strategy Child Care Programs Case Study / Survey in October 2023. 10 staff participated in the survey. ELP staff continue to notice that many children are experiencing tricky times with sensory, attachment and social emotional development. There was also increased requests for mental health and wellness support for both families & staff.



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 31, 2024) (CRSP Report)

	2023-2024	2022-2023	2021-2022	2020-2021
IDP	131	177	162	117
PT	67	99	70	115
OT	76	59	82	132
SLP	133	139	117	114
FS	83	74	58	71
SCD	96	68	87	79
SPS	50	71	93	92
AIDP	56	79	71	45

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

	2023-2024	2022-2023	2021-2022	2020-2021
IDP	66	43	76	73
PT	72	91	132	138
OT	111	132	95	78
SLP	140	205	175	160
FS	29	22	27	15
SCD	64	34	33	34
SPS	91	121	55	41
AIDP	12	1	15	5

Active Caseload (Report 29 including -FPL & ELP)

2023-2024	2022-2023	2021-2022	2020-2021
692	766	897	789

Waitlist Totals (Report 36 as of March 31, 2024)

2023-2024	2022-2023	2021-2022	2020-2021
585	663	686	663

Unique Clients Served (Report 36)

2023-2024	2022-2023	2021-2022	2020-2021
979	851	943	947

New Centre Referrals (Report 29)

2023-2024	2022-2023	2021-2022	2020-2021
1220	1249	1512	434

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

2023-2024	2022-2023	2021-2022	2020-2021
198	210	185	246

Family Play and Learn Unique Children Served (Report 29)

2023-2024	2022-2023	2021-2022	2020-2021
403	445	255	129

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 a high level of satisfaction working with the Child Development Centre. 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.

“We have been involved with the CDC, Nenan, pregnancy care clinic and programs ran through the community bridge which have all been excellent resources for our family. I am so glad that our community comes together to help our children thrive no matter what situations we may be faced with.”

Community Partner and Parent

Staff Survey Results *Fun fact 100% of the staff are women .*

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 recognized for the work I do.
- I am aware of my professional progress.
- I feel comfortable voicing any concerns.
- I have job satisfaction.
- I have good relationships with my colleagues.

Areas of Improvement:

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

“The community feeling my job creates extends beyond the center. I love my job!
Staff Member



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.
- ◆ 98% of families surveyed felt the services received helped their child and family.



“Our experience has been great! We felt like we were in very good hands and everyone cared about the success of our baby's growth” Parent



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 available for children, youth and families as they wait for service.
- Building relationships with our Indigenous families and community partners.
- Removing barriers in service delivery.

“My child aged out of services after only 3 sessions, but I did receive support with school transition ”

Caregiver



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 2023-2024 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 waiting for services	Developed a multi-disciplinary approach for complexed children on the waitlist which provides a consultative appointment with the therapists and consultants, a follow up appointment, and recommendations for the child or youth to be supported by infant development, Aboriginal infant development or family services in the interim.
Maintain existing relationships with our First Nations communities and have opportunity to build on it.	Continued to build relationships with our Indigenous communities with increased outreach visits, partnering with Indigenous organizations to collaborate services and providing space for urban services for the Doig River First Nation. In addition we obtained another van to support rural outreach.

Cultural Competency and Diversity

Areas Requiring Effective Change	Action Taken
Removing barriers to service for vulnerable and marginalized populations	Provided various access points to service delivery including, at centre, in home, at community centres, doctor's office etc. Choice of service delivery virtual, or in person. Provided funding for technology, transportation and resources, such as orthotics to families facing financial barriers.
New employees are aware for CCD plan and what the centre adheres to	Ensure onboarding of employees contains a review of the Cultural Competency and Diversity Plan, provide trauma informed and culturally appropriate training. Increase library to include cultural stories.



"It was amazing that ladies from the CDC came to my house to do assessments on my child. Was so appreciated not having to run another errand. All staff have been incredibly kind and have tried their best to help me."



Parent

Early Learning Program & Playcare Program

Areas Requiring Effective Change	Action Taken
Parents would like opportunities to participate in class.	Provide opportunities for families to participate ie; field trips, potlucks, open-houses, Himama correspondence and orientation days.
Affordability for childcare and preschool and supports with complexed children	Opted in to the childcare fee reduction initiative and childcare grants to reduce costs for families \$545 for daycare and \$90 for preschool. Staff met with Early Intervention team to consult on complexed children and worked on strategies within the classroom. Christmas hampers for families facing financial hardship.

Staff Satisfaction Surveys

Areas Requiring Effective Change	Action Taken
Opportunities to connect as a group	Provided two in service days for all staff with team building and training opportunities, social committee hosted potlucks, book club, secret someone, Christmas Party etc. Other opportunities to connect included yoga, paint party, BBQ's etc.
Having the necessary equipment and technology to do job effectively	Applied for grants to improve technology, fundraised to add to equipment inventory, obtained a new tech service provider to increase efficiencies

Community Stakeholders

Areas Requiring Effective Change	Action Taken
Increase collaboration amongst providers in the region	Worked with Nenaan, Fort St. John Association of Community Living, School District 60, CCRR, the Northern Lights college, Northern Health. Provide space for seating and mobility clinics, urban gatherings, Assessment clinics etc.



51st Annual CDC Talent Show

Our annual CDC Talent Show was a great success thanks to the amazing coordination skills of Crystal Kalas, and the always entertaining Master of Ceremonies, Mr. Ted Sloan. Thank you to the volunteers that helped out and the community. We raised \$95,000 in donations and gifts in kind.



Long time performer and supporter of the CDC, Mr. Lester Davis



Jason Gill singing his famous "Booger Song"



Our very own Susan Cross bringing down the house



A heartwarming performance by Noah and Gerius Mitchell



Playcare kiddos and future stars!

MC and Honorary CDC'er, Mr. Ted Sloan showing the ropes to MC in-training, Grayson Ward



Annual Golf Tournament

We honoured the 50th anniversary with a Ballroom Blitz theme and raised over \$49,000



Team Strait, keeping it classy!
Thank you for being such a fantastic supporter!



Team Twisted Mistis
Best Dressed Winners



Shiante Pereira, one of our amazing volunteers, getting into the swing of things!



Winning Team
Hi-Performance Motor Sports