



Brighter Together



**Children's
Treatment Network**

**2019 - 2020
ANNUAL REPORT**

A Message from Our CEO and Board Chair

Brighter together. This year's theme is a reflection of our accomplishments over the past year, the successes found in facing new situations collaboratively, and the ways in which people have worked together despite the need to be apart during the COVID-19 pandemic.

In the following pages, you'll see some of our most notable achievements, accomplished with help from the families we serve, our partners and our employees.

As we are new to our roles, we have established new relationships along the way. We are also incredibly inspired by the strength of the network and our collective focus. It is clear that Children's Treatment Network (CTN) is comprised of diligent, determined and dedicated individuals, always ready and willing to do what it takes to support the needs of children, youth and families. This was reinforced when we rallied together at the onset of the pandemic, and everyone worked hard to adapt to a rapidly changing situation. Supporting families is the first priority of the network, and we are appreciative of everyone's flexibility. We are so grateful to our board, employees, partners and families for their support and guidance during this time.

A special thanks to Carole Moore, who has provided great advice and wisdom in her role as Past Chair. We thank Carole for her strategic focus, generous knowledge-sharing, relentless passion and dedication to CTN. We wish her the very best and will miss her valuable insights.

As always, families are at the centre of everything we do. Our strong partnerships and dedicated employees enable us to build brighter futures together. We look forward to CTN's next chapter as we adapt to a changing world.



Karen Eisler
Chief Executive Officer
Children's Treatment Network



Christianne Abou-Saab
Chair, Board of Directors
Children's Treatment Network



Thank you, Louise!

Last fall, Louise Paul, CTN's previous CEO, retired after 11 years with the organization. Under her leadership, the network continuously evolved and flourished. Louise nurtured relationships and worked collaboratively with partners to help ensure that the services our children and youth received are well-integrated, strong, resilient and ready to respond to external demands. With Louise's guidance, CTN has grown tremendously over the years: With help from partner agencies, we went from serving 7,000 children with disabilities and developmental needs in two catchment areas, to serving over 25,000 children and youth in eight catchment areas. In addition to all of this work, Louise championed CTN's strategic plan, which lays the groundwork for ongoing success and growth. Louise inspired a committed team at CTN that continues to support the vision of building brighter futures together, leaving a lasting legacy.

"You have made a difference for our children, youth and their families. It's been a great ride over the last 40 years, and it's time to celebrate all that you have accomplished."

– Lifelong Colleague



Building Brighter Futures Together

Through the collective efforts of community partners, we provide and enhance services, champion system change and build capacity in York Region and Simcoe County.

ABOUT US

CTN helps to build brighter futures for over 25,000 children and youth with disabilities and other developmental needs. Funded by the Ministry of Children, Community and Social Services (MCCSS), CTN works with partner organizations in the health, education and community sectors to provide approximately 84,000 service visits per year. CTN provides intake, service navigation and coordinated service planning, specialized clinics and rehabilitation services. We serve York Region and Simcoe County, but some of our services extend to Central and West Toronto, Dufferin, Halton, Peel, Waterloo and Wellington. Families are at the heart of our decisions and are entrenched in our work through consultation, involvement, partnerships and shared leadership. They are involved in our governance, as employees, serve in family advisory and volunteer positions, and are members of the clinical team.

Strategic Goals 2018-2021

Our strategic goals provide a road map to accomplishing our mission and vision.

1: WE WILL EVOLVE SERVICES

We will improve the experiences of our children, youth and families and increase the impact our services have on their lives.

2: WE WILL NURTURE RELATIONSHIPS

We will strengthen our community and deepen the trust we have in one another.

3: WE WILL STRENGTHEN CAPACITIES

We will sustain and increase the network's value by working consistently to strengthen key capacities.

[CLICK HERE FOR MORE INFORMATION AND TO READ OUR FULL STRATEGIC PLAN.](#)

Our Impact

Numbers that show how we're brighter together



83,889
Service
Visits



26,992
Children and
Youth Served



20,108
Children served through
School Based
Rehabilitation Services

162

**Families served through
our Family Mentor Program**
funded by the Ontario Trillium Foundation



**Trained
Volunteer
Mentors**

Our families come from
diverse communities.
Provided clinical services in

29

Languages



12

**Languages
spoken
by Family
Mentors**

**69 FAMILY
EVENTS**

across York Region and Simcoe County
including Halloween and holiday parties,
coffee chats, inclusive recreation and
parent workshops. **2,000+ ATTENDEES**
participated in these events

745 Developmental Assessments

3,000+

FACEBOOK FOLLOWERS

creating a sense of community

652

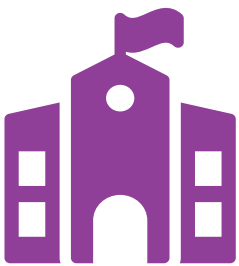
EVENTS POSTED

on our website

550+

ONLINE RESOURCES

available to families



We support families where they need it most – at home, at school and in their communities.

We have **51 corporate employees** and **220 contracted service providers** from partner organizations to serve children and youth wherever they are.



We also leverage the power of digital technology to collaborate and securely transfer information, and to communicate vision and goals for each child.

Every family's data is documented in a shared electronic record **used by 33 agencies and across 2,800+ service providers**, to maintain the highest standard of care and to reduce the stress for families when transferring service providers.



How We're Evolving Services

Our integrated service network model enables us to provide exemplary coordinated services to children and youth with disabilities and developmental needs.



INCREASED ASSESSMENTS THROUGH OUR AUTISM SPECTRUM DISORDER DIAGNOSTIC HUB

Our team of healthcare professionals – pediatricians, social workers, occupational therapists and speech language pathologists – work closely with families to assess a child for autism spectrum disorder (ASD). Results, resources and community services are shared with the family after the assessment. We assessed 745 children to support early confirmation of ASD and provide access to appropriate interventions. Last fall, the Developmental Assessment and Consultation Services (DACS) team trained psychologists from York Catholic District School Board, enabling them to assess kids at school. This will help us build capacity while alleviating wait list volumes in York Region.



A NEW SERVICE AGREEMENT WITH DNAAGDAWENMAG BINNOOJIIYAG CHILD & FAMILY SERVICES

Last fall, CTN established a service agreement with Dnaagdawenmag Binnoojiiyag Child & Family Services – a multi-service Indigenous wellbeing agency that provides a stable foundation for children, youth and families through wraparound services that are culturally based and family focused. A service planning coordinator was hired to work with families living on or off reserve across Simcoe County and York Region, to ensure connectivity with relevant services and supports.

"I'm so appreciative of the additional time the service navigator took to help me understand the processes and supports available to families in our community. Thank you!" – CTN Family



SCHOOL BASED REHABILITATION SERVICES (SBRS)

CTN collaborated with other children’s treatment centres (CTCs) in Ontario to adjust boundaries to align with school boards and CTC service areas. On January 1, 2020, SBRS transitioned students from CTN to [One Kids Place](#) and assumed services for students from Etobicoke and Woodbridge schools from [ErinoakKids](#). This transfer resulted in an increase of 315 students, putting our total number of students to 14,683. CTN continues to work closely with school boards and service provider organizations to guide and assist school personnel to identify student referrals. We also trained 35 York Region Preschool Speech and Language Program staff members in February to ensure children are referred for SBRS as early as possible, to reduce duplication in the system.

Did You Know?

CTN has been working diligently with partners to balance access to services:

- **North Toronto:** One year wait time for occupational therapy eliminated.
- **York Region:** Equal wait times established across the region.
- **Simcoe County:** Wait times for speech services reduced by one year; wait times for occupational therapy reduced by 18 months.



F-Words for Child Development in Action

Function, family, fitness, fun, friends and future are factors that make our lives rich and full. These apply to all children and their families, and this principle is the underpinning of the F-Words for Child Development*. CTN has integrated this framework with our clinical approach to services, and we continue to collaborate with CanChild through consultations, presentations and evaluation to measure its impact.

Before F-Words for Child Development

Brian is a 16-year-old boy with spastic triplegic cerebral palsy, gross motor function classification scale level 3. He attends school in an academic stream but requires moderate assistance for personal care. Brian uses a walker at school and home, and a manual wheelchair in the community. Brian is also non-verbal and uses an assistive device for communication. He is cared for at home by his two parents and his older brother.

After F-Words for Child Development

Brian is a 16-year-old boy who loves school and hopes to attend college for accounting. He loves hanging out with his friends at lunch, and uses his assistive device to share his weekend adventures and complain about his brother. He loves wheelchair basketball and sledge hockey. Brian’s participation in sports has made him extremely strong, which allows him to use his walker at school and at home. He also keeps up with his friends when pushing his own wheelchair at the mall. Brian has a supportive family and network that help him with personal care. Brian has cerebral palsy.

Using the framework shifts the focus from Brian’s disability to his health and function. It enables everyone to focus on what he *can* do instead of what he *can’t* do.

* Rosenbaum, P., & Gorter, J. W. (2012). The ‘F-words’ in childhood disability: I swear this is how we should think!. Child: care, health and development, 38(4), 457-463 <http://www.canchild.ca/f-words>

How We're Nurturing Relationships

Our success is built on our relationships – with children, youth, families, employees and network partners. Here are just a few of the ways we cultivated these important connections in 2019.



CTN's families enjoyed another year of fun, learning and socializing at well-attended events, such as orientations, workshops, information nights, holiday gatherings and more.



CTN planned and executed seven inclusive Halloween events across Simcoe County and York Region. Over 1,100 individuals participated in the events, and former CTN clients volunteered to pitch in.



Sibshops are designed for siblings who have a brother or sister with a disability and/or developmental needs. Sibshops give kids the opportunity to meet with other siblings in similar situations, learn more about other disabilities and have fun. CTN hosted three Sibshops, with 23 siblings in attendance at the events.



Chai & Chat is offered to Urdu/Punjabi/Hindi-speaking caregivers with a child or youth with a disability and/or developmental needs. Developed by a member of our Family Advisory Committee, this event gives caregivers the opportunity to connect with others in the community in their first language, providing a sense of comfort and belonging. CTN hosted two Chai & Chat events, attended by 16 parents/caregivers.



FOSTERING RELATIONSHIPS WITH GOVERNMENT LEADERS

CTN continues to establish and foster relationships with all levels of government, and is proud to share the work we do. Last summer, CTN met with Members of Provincial Parliament Gila Martow (Thornhill) and Michael Tibollo (Vaughan-Woodbridge). We also hosted MPP Michael Parsa (Aurora-Oak Ridges) for a follow-up meeting at our Richmond Hill office, where he observed part of an ASD assessment and participated in a conversation about our specialized services. Our new CEO, Karen Eisler, also met with the Honourable Christine Elliott (Newmarket-Aurora), Deputy Premier of Ontario and Minister of Health, for an introductory meeting and discussion around our programs and services.

A promotional poster for the 2019 Annual General Meeting. At the top is the Children's Treatment Network logo. The main text reads: "2019 Annual General Meeting Wednesday, June 19, 2019 ~ 6 p.m. Maple Downs Golf Club, 11101 Dufferin Street, Maple, ON L6A 1S2". Below this, it says "CTN clients, families, service providers, partners, employees, board members and community members are invited to join us." The central focus is a panel discussion titled "#WhatIWantYouToKNOW panel" featuring three youth panelists: Alex, Sydney, and Lexi. Below their photos are three discussion topics: "What's it really like to grow up with a disability?", "How can caregivers, parents, and service providers help?", and "What do our panelists hope for the future?".

ANNUAL GENERAL MEETING (AGM)

The AGM was held on June 19, 2019, in Maple, Ontario, with approximately 70 attendees (clients, families, service providers, partners, community members and staff and board members). In response to feedback from our Family Advisory Committee, CTN introduced a new format by incorporating a panel discussion called **#WhatIWantYouToKnow**, sponsored by Gluckstein Lawyers, featuring youth with disabilities. Alex, Sydney and Lexi shared their experiences growing up with disabilities, how to be better supported and their hopes for the future. With honesty and humour, the panel was the highlight of the evening.



WORKING TOGETHER DURING THE COVID-19 PANDEMIC

The network model at CTN involves service partnerships and collaboration with organizations in the health, education, community and social service sectors. During the COVID-19 pandemic, we followed public health measures to keep our communities and citizens safe. We pivoted to new ways of supporting clients, and found creative methods for working with our staff and network partners. We've also worked with our partners to adapt some of our programs and services through telepractice – conducting appointments by phone or videoconference platforms. We prioritized our commitment to stakeholders by providing updates and ensuring resources and supports are available to families during this time.



How We're Strengthening Capacities

Our network is strongest when we work together, share resources and develop our skills to improve the lives of children, youth and families.

EVOLVING OUR FAMILY ENGAGEMENT EFFORTS

After reviewing the Family Engagement Council terms of reference and focus, council members decided to change its name to Family Advisory Committee (FAC). This reflects the evolution of the group over the years. FAC also invited youth members to the group, to bring forward fresh perspectives and ideas. This year, FAC provided feedback on many of our services and training initiatives, and they were instrumental in initiating inclusive programs like our new Chai & Chat.

INFO FAIR: A ONE-STOP SHOP EXPERIENCE FOR FAMILIES AND CAREGIVERS

Each year, CTN co-hosts a free information event for families and caregivers, in collaboration with community partners. The event connects families to information and resources on funding, private therapy services, recreation programs and more. The 2019 event took place on April 27 in Newmarket, and was co-hosted by our York Region partners, York ASD Partnership and Kerry's Place Autism Services; it was also attended by Newmarket Mayor John Taylor. The info fair also included networking opportunities, inclusive activities, equipment and program demonstrations and a coffee chat with CTN family mentors and staff. The 2020 event was cancelled due to the COVID-19 pandemic. We encourage families to visit our online resource centre to access information and resources at their convenience.



UNDER ONE ROOF IN ALLISTON

In December, CTN and partner organizations – Catulpa Community Support Services, CLH Developmental Support Services, and Royal Victoria Regional Health Centre (RVH) – celebrated the opening of Alliston's South Simcoe One Roof location. The co-located site provides important support services and programs to children and youth with disabilities and developmental needs. By co-locating with other agencies providing similar services, families can comfortably access all of the support in one location. The site includes meeting and treatment rooms, a fully accessible bathroom with an adult-sized change table, a kitchenette and a drop-down space for service providers. It is located in the heart of downtown Alliston on Young Street.



2019 CHILDREN'S HEALTHCARE CANADA CONFERENCE

CTN received an award at the 2019 Children's Healthcare Canada Conference in Ottawa for a poster called "Utilizing Change Management Strategies to Design and Implement an Innovative Service Delivery Model for Occupational and Physiotherapy Service." The award recognizes unique programs, interventions and/or initiatives for the child and youth healthcare community without rigorous analysis or evaluation. CTN also received \$500 and complimentary registration for the next conference. CTN donated the cash award to the CTN Family Fund (see page 12 for details).

LEARNING TOGETHER

We continue to build capacity through the use of tools and training opportunities, including a training plan for both family members and service providers who support the delivery of services. We also offer the Community Learning Library (CLL), a virtual learning platform that offers professional and personal development courses and modules.



MEASURING OUR SUCCESS

CTN developed key performance indicators (KPIs) as critical markers of progress toward achieving our strategic goals. Our KPIs will provide focus for strategic and operational improvement, create a basis for decision-making, and help focus on priorities. We based our KPIs on how they relate to our strategic goals and corporate operations, best-practice criteria for system performance, and leveraging data available to us. As CTN continues to evolve how we measure quality performance, we expect our KPIs to evolve too. Our current KPIs can be found [here](#).

ENHANCEMENTS TO SHARED ELECTRONIC RECORD

A child and family's experience with CTN is documented in a shared electronic record, accessible across organizations and sectors with the appropriate consent. CTN has dedicated resources to further supporting the platform. Major enhancements were implemented, including the use of the shared record for SBRS. An online referral portal for SBRS also resulted in greater efficiency, with a streamlined workflow and increased overall experience and user satisfaction. This transition brought 2,259 new users into the system, requiring training and support. CTN also implemented a new process for suggested improvements and enhancements to the shared record that engages our partners and helps to ensure it continues to meet the clinical needs of frontline service providers.



Statement of Operations

CHILDREN'S TREATMENT NETWORK OF SIMCOE YORK

April 1, 2019 – March 31, 2020

	2019/2020	2018/2019
Revenue	\$	\$
Ministry of Children, Community and Social Services Funding	\$27,519,625	\$19,353,578
Interest	39,636	27,911
Other	830,249	877,273
TOTAL REVENUES	28,389,510	20,258,762
Expenses		
Clinical Services		
Compensation	1,429,841	1,150,151
Program Support	402,217	364,445
Contracted Out Services	19,285,593	12,095,518
Total Clinical Services	21,117,651	13,610,114
Service Navigation/Service Coordination		
Compensation	1,332,025	1,188,124
Program Support	111,198	129,520
Contracted Out Services	1,306,571	1,122,392
Total Service Navigation/Service Coordination	2,749,794	2,440,036
Evaluation	91,568	85,995
Family Resource Program (Ontario Trillium Foundation)	104,789	109,659
Administration		
Compensation	1,867,688	1,566,870
Corporate and Program Supports	1,220,536	1,237,523
Occupancy Costs	1,237,484	1,208,565
Total Administration	4,325,708	4,012,958
TOTAL EXPENSES	28,389,510	20,258,762
SURPLUS / (DEFICIT)	\$0	\$0



CTN FAMILY FUND

Some children with disabilities and developmental needs require specialized services, equipment and supports that are not fully funded by the government. As a result, families may face serious financial hardship or be unable to pay for critical supports. Through generous donations by individuals and companies, CTN is able to provide some support to families in need. From April 2019 to March 2020, 34 families accessed \$6,813 from the fund. For more information or to donate please visit our [CTN Family Fund](#) page.

“Thank you so much for generously funding the commode chair for our son. This year seems to be a busy one with some major purchases for him, and it has stretched our budget more than we had expected. Your generosity goes a long, long way in relieving our financial stress and helping us keep our boy safe and healthy at home. What you’ve done for us is making a huge impact in our home. Words can’t describe just how important that is to us.”

– CTN Family Fund Recipient



Our Programs & Services

REHABILITATION AND SPECIALIZED CLINICAL SERVICES

We provide children with disabilities and other developmental needs access to rehabilitation services and specialty clinics, including occupational therapy, physiotherapy, audiology, alternative and augmentative communications, feeding assessment and consultation, psychological services, seating and mobility and spasticity management.

SCHOOL BASED REHABILITATION SERVICES

We ensure that children with rehabilitation needs are able to attend school, participate in activities and receive instruction by providing occupational therapy, physiotherapy and speech language therapy.

SERVICE COORDINATION, BRIEF RESOURCE SUPPORT AND COORDINATED SERVICE PLANNING

We connect children, youth and families with community supports and coordinate integrated service plans. This may include service navigation, brief resource support, coordinated service planning and key services and supports for fetal alcohol spectrum disorder (FASD).

DIAGNOSTIC AND MEDICAL CONSULTATION SERVICES

We help children get the diagnostic services they need through our Developmental Assessment and Consultation Services (DACs) and as the Autism Spectrum Disorder (ASD) Diagnostic Hub-Central Region.

HOW TO ACCESS SERVICES

Children, youth and families are connected to CTN in two ways: either through a referral from a member of the child and family team (physician, early intervention, school, therapist, child welfare, behaviour consultant, etc.) or by a family member calling our ACCESS line at 1-866-377-0286. Our service navigators ensure that every door is the right door. Once a family is connected with CTN, our service navigators work with the family to determine their needs and refer them to the right programs and services. They work closely with every family through any required assessments to determine the child's eligibility. If the child is ineligible for CTN services, the service navigator connects them the appropriate community resources.

For more details, visit our [Programs & Services](#) page.

Our Partners

Our incredible partner organizations provide services and support from the education, healthcare, community and social service sectors to ensure that we can support our children, youth and families where they need us most.

CORE PARTNERS

[1 to 1 Rehab](#)
[Catulpa Community Support Services](#)
[Closing the Gap Healthcare Group](#)
[Dnaagdawenmag Binnoojiiyag Child & Family Services](#)
[Empower Simcoe](#)
[Kinark Child and Family Services](#)
[Mackenzie Health, Centre for Behaviour Health Sciences](#)
[Markham Stouffville Hospital, Child Development Programs](#)
[New Path Youth and Family Services](#)
[Orillia Soldiers' Memorial Hospital, Children's Therapy Services](#)
[ParaMed](#)
[Regional Municipality of York, Early Intervention Services](#)
[RNS Health Care Services](#)
[Royal Victoria Regional Health Centre, Children's Development Services](#)
[Southlake Regional Health Centre](#)
[The Speech Clinic](#)
[VHA Home HealthCare](#)
[York Catholic District School Board](#)
[York Region District School Board](#)
[York Support Services Network](#)

AFFILIATE PARTNERS

[Barrie Area Native Advisory Circle](#)
[Barrie Paediatric Associates](#)
[Boomerang Health](#)
[Brain Injury Services, Muskoka Simcoe](#)
[Burkevale Protestant Separate School Board](#)
[CHIGAMIK Community Health Centre](#)
[Canadian National Institute for Blind](#)
[Central Local Health Integration Network](#)
[Community Connection](#)
[Community Living Association for South Simcoe](#)
[CLH Developmental Support Services](#)
[Deaf Access Simcoe Muskoka](#)

[E3 Community Services Inc.](#)
[EarlyON Child and Family Centre-Simcoe North](#)
[Epilepsy York Region](#)
[Holland Bloorview Kids Rehabilitation Hospital](#)
[Intensive Service Coordination of Simcoe County \(Catulpa\)](#)
[Kerry's Place Autism Services](#)
[La Clé](#)
[Learning Disabilities Association of York Region](#)
[Le Conseil scolaire district Catholique Centre-Sud](#)
[March of Dimes Canada](#)
[Morneau Shepell](#)
[Recreational Respite Inc.](#)
[Safehaven Project for Community Living](#)
[Seasons Centre for Grieving Children](#)
[Silent Voice](#)
[Simcoe County District School Board](#)
[Simcoe Muskoka Catholic District School Board](#)
[Spark Therapy](#)
[Waypoint Centre for Mental Health Care](#)
[YMCA of Simcoe/Muskoka](#)
[York Paediatric Therapy Services Inc.](#)

NETWORK SUPPORTERS

[CanChild Centre for Childhood Disability Research \(McMaster University\)](#)
[electronic Child Health Network](#)
[Empowered Kids Ontario](#)
[Ministry of Children, Community and Social Services](#)
[Ministry of Education](#)
[Ministry of Health](#)
[Ontario Trillium Foundation](#)
[The Hospital for Sick Children](#)



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SOCIAL MEDIA

@CTNKids

Twitter

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@ChildrensTreatmentNetwork

Access to services is offered to families closer to home at these local sites:

York Region

Georgina, Markham, Newmarket, Richmond Hill and Vaughan

Simcoe County

Alliston, Barrie, Collingwood, Midland and Orillia

QUESTIONS?

ACCESS: 1-866-377-0286

School Based Rehabilitation Services:
1-877-972-7277

Corporate Office:

13175 Yonge Street Richmond Hill, Ontario L4E 0G6

Email: info@ctnsy.ca

Children's Treatment Network is funded by the Ministry of Children, Community and Social Services (MCCSS) and works in close collaboration with network partners funded by MCCSS and other ministries including the Ministry of Education and Ministry of Health.

Charitable Registration #:

830649141RR0001