Warm Family-focused Energetic Family-focused **ng** Potential Earnest Inspir **D** Collaborative Children Innovative



Families First

Leadership Seamless

Ethical



Partnership



Children's Treatment Network Réseau de traitement des enfants

2015/2016 ANNUAL REPORT

Building brighter futures together for kids with multiple special needs

Children's Treatment Network

Children's Treatment Network (CTN) supports almost 7,000 children with multiple special needs in Simcoe County and York Region with rehabilitation and specialized clinical services that are delivered through our partner organizations and associations in the community, education and health sectors.

Vision: Building brighter futures together.

Mission: Through the collective efforts of community partners, we respond to the evolving needs of children and youth with multiple special needs in Simcoe and York by providing and enhancing services, championing system change and building capacity.

Our strategic directions

Our strategy provides a road map that guides CTN toward the accomplishment of our mission and vision. We operationalize our goals by organizing our efforts into five key strategic directions:

- 1 Work more effectively as a network
- **2** Build stronger partnerships and secure additional resources to realize the network's full potential
- 3 Lead ongoing innovation and continuous improvement in family-centred, integrated care
- Improve technologies, tools and processes that streamline network operations and communications
- 5 Improve access to information, services and supports for families





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A message from our CEO and Board Chair

Family-focused. Collaborative. Partnership. Connected. Inspiring. Throughout our 2015/2016 annual report you will see these words appearing on the pages and may wonder what they mean. At our 10-year celebration, we asked our partners and families to tell us what words they would use to describe CTN. We took all of these words and used them to create a piece of art, shown on the front cover, that means so very much to us. We also took a few of these words and highlighted them on specific pages in the annual report to demonstrate how they link to the work we do. It reflects the way our stakeholders see us, and that is the biggest testament that we're on the right track.

These words are the underlying values and principles we rely on as we navigate through collaborative projects and an ever-changing service system. These values anchor us to help keep us focused on what matters the most: supporting families and our partners who provide service to our families; and building and refining a system that helps children, youth and families in ways that make the biggest positive impact for them.

This year — following a successful 10th anniversary — we focused on looking forward and what we need to do next. Some major initiatives that we worked on and continue to

work on include participating in a provincial special needs strategy that furthers our collaborative work across York Region and Simcoe County. What else have we been up to? We launched a new website that we're really proud of. It features timely and relevant information and articles for families of kids with special needs and the people who support them. We also have a searchable online resource centre to help families and service providers access the information they need, and an event calendar that features all types of events across our communities. We hosted a number of inclusive events to make sure the families and the kids we work with had many opportunities to connect with one another.

This year we're more inspired than ever before — we're inspired by the families we work with and our partners who provide such incredible services to our children and youth. What's more, we're inspired to do even better for those children and youth in our community who inspire us by working so hard to reach their full potential.

Tina Langlois

Chair, Board of Directors Children's Treatment Network

Louise Paul

Chief Executive Officer Children's Treatment Network tnei

Collaborative

Work more effectively as a network: collaborative care

Special Needs Strategy: Coordinated service planning and integrated delivery of rehabilitation services proposals

CTN has been engaged with partners throughout the special needs strategy (SNS) proposal development process, and with employees co-chairing the coordinated service planning (CSP) and integrated delivery of rehabilitation services (IDRS) proposal tables. The aim of the SNS is to help kids and families get the various services they need at home, school and in the community in a coordinated, effective, timely way.

CTN has also been identified as a coordinating agency for CSP for York and Simcoe. Planning is underway and next year the collaborative tables are aiming to see full implementation of the CSP initiative.

IDRS proposals were submitted and the ministry provided feedback that the proposals have been approved to move into the next phase of implementation planning. CTN will continue to work with local partners and families in Simcoe and York, the ministries and other organizations around the province as we move forward.

Partnership with Kinark

CTN's Developmental Assessment and Consultation Services (DACS) in York partnered with Kinark's Central East Autism Program to provide joint assessment and intensive behavioural intervention (IBI) screening appointments to families of preschool-aged kids who show significant signs of autism. This collaboration streamlines the process for families and increases the capacity of the DACS team to screen for IBI eligibility.





Service provider survey results

In April, CTN asked service providers to share their results about the network via a survey. One-hundred-and-eighty-eight service providers responded to questions about working in local team sites, whether they had the support they needed, how integrated their teams were and how they felt about working with the network. Overall, **88%** were satisfied/very satisfied working with CTN, slightly higher than they were in 2013, and this trend was consistent across all the questions.

Here are some of the "good marks" and areas highlighted for improvement:

- **92%** of providers find the information in the shared record useful, and **76%** consult the record on a regular basis.
- **92%** said the work gives them a sense of personal achievement and makes a difference in the lives of others. They also told us they'd like more opportunities to express their opinions, make evidence-based improvements and receive recognition for work well done.
- **88%** told us they understand their role and how CTN works. **63%** of providers told us they felt engaged with CTN.
- **90%** of providers use at least one local team site, and **36%** use more than one. They reported that the sites provide many benefits, but didn't always meet all their needs. Their suggestions for improvements of equipment (more treadmills), scheduling (SharePoint), access and space are being addressed or explored.
- **79%** indicated that the most helpful support tool they have is members of their local team, followed by the local team facilitator.
- 86% said they have all the tools and materials they need to provide quality service; the exception was in the resources and training they need to serve diverse populations. 67% indicated that they had the training and resources to serve a diverse population.

Build stronger partnerships and secure additional resources to realize the network's full potential

Partnership framework update

Last year we worked with our partner organizations to establish a new partnership framework. Based on our learning over CTN's first 10 years, we revised the partnership agreement for better clarity about roles and responsibilities, as well as what is needed to keep the network partnership healthy.

For the first time, two levels of partnership were created, Core and Affiliate. Core partners include all the network partners who deliver services on behalf of the network and are engaged at a shared leadership level. Affiliate partners participate in some of the network functions and infrastructure, but to a lesser intensity or frequency.

For those partners using the shared record, it is critical to have confidence in the privacy framework and governance that supports the record and multi-partner information-sharing it facilitates. In 2015, a review and refresh of the privacy policies and information-sharing agreement were completed with the assistance of a Personal Health Information Protection Act (PHIPA) expert lawyer. This provided the foundation for a new training program now implemented using the learning management system.

It's been a year of refreshing agreements to incorporate all we've learned during our first 10 years together.

Sustainability for the electronic learning management system

The learning management system was identified as a key tool in driving and supporting integrated practice. Royal Victoria Regional Health Centre, the County of Simcoe and CTN will partner together to provide ongoing resources to the learning management system. Called the community learning library, this e-learning tool will focus on sharing knowledge, inspiring change and impacting lives by giving stakeholders access to the information they need, when they need it.

Funds for applied behaviour analysis

The Ministry of Children and Youth Services provided additional funding to support waitlist and service pressures with the applied behaviour analysis (ABA) program for kids with autism spectrum disorder. With the additional funding CTN was able to assist more families to apply to the program and connect with other services and supports in the community. ABA partners will use the additional funding to serve more clients and address waitlist pressures.

CTN and the federal election

Our second government-relations initiative occurred this year (our first was 2014's Make it Count campaign aimed at informing families prior to that year's provincial election). This time we launched an awareness campaign prior to the 2015 federal election that aimed to inform families, staff and service providers of the importance of voting, as well as how to learn about the major parties' views on issues involving kids with special needs.



amazing daughter, Emily, at CTN's 10-year anniversary event last spring. It was the highlight of the evening.

Lead ongoing **innovation** and continuous improvement in family-centred, integrated care

In the Loop app

CTN, along with Markham Stouffville Hospital's Child Development Programs and York Region's Early Intervention Services, received a \$25,000 Best Start grant to create In the Loop — a free mobile phone app for families. The app is a service passport that helps families better navigate the early intervention service system and access resources in York Region.

In the Loop is available for Android and iPhones through Google Play and the App Store. Families can get an overview of all three agencies, services provided, what to expect at appointments, support with managing appointments and a "My Team" feature that creates a contact list for all the therapists and other service providers supporting the child.

The Child and Adolescent Needs and Strengths tool

The Child and Adolescent Needs and Strengths (CANS) assessment tool was revised and updated and a new template was made available to CTN's shared electronic record. This template provides us with a more up-to-date version and supports intake work for all kids, including through the applied behaviour analysis program intake.

Provincial conference and awards

In November, 17 CTN representatives attended the annual Ontario Association of Children's Rehabilitation Services (OACRS) conference. CTN delivered two presentations on public-private partnerships and the family-mentoring program.

The highlight of the conference for all of the CTN board members, staff and families in attendance was CTN's CEO, Louise Paul, receiving the prestigious OACRS Award of Excellence — the highest honour given to an individual whose work on behalf of OACRS and members has enhanced the lives of kids and families served by children's treatment centres.

Clinical equipment expansion

CTN upgraded clinical equipment at several sites and clinics to ensure children and youth were supported in their rehabilitation and support needs. This included updating alternative and augmentative communication equipment, purchasing two new specialty treadmills to help support physiotherapy sessions and installing a new full-size change table in one of our sites so children and youth could safely and privately change to participate in community activities.

CTN's CEO, Louise Paul, receives the OACRS Award of Excellence

Improve technologies, tools and processes that streamline network operations and communications: **CONNECTED**

The new www.ctnsy.ca

We were thrilled when the relaunch of our website, ctnsy.ca, went live on September 1st. The comments we received from the board, families and service providers on the usability, design and look of the new site, was even more exciting. We even got feedback from the Minister of Children and Youth Services, Tracy MacCharles, who tweeted about the site, calling it "intuitive, engaging and friendly." We hope that our 6,500 website visitors a month agree!

Connect

October marked the release of the new monthly E-newsletter, Connect, which consolidated the two old newsletters (e-Bulletin and What's Happening). Sent to families, service providers, local politicians and others, Connect includes news



about CTN, timely topics, events, resources and more in a format that is convenient and easy to read. If you haven't signed up to receive Connect, be sure to visit www.ctnsy.ca and click on the subscribe button.

Enhancements to shared electronic record

CTN's shared electronic record continues to enable more than 500 service providers to share information in a simple, timely way, taking the onus off families to ensure all their service providers have the most up-to-date details about their child.

CTN also included additional fields in the shared record — one shows service providers when youth have been referred to Developmental Services Ontario for transition planning and adult services. The other indicates military families and prompts providers to consider that these families are required to frequently move around, which can impact their access to service.

Family Portal news

We are continuing our commitment to the Family Portal, which provides families access to their child's shared record file so they can confirm information in the file, review reports and message their child's team in a secure way. Over the past year, changes have been made to the Family Portal based on the information from our first pilot project in 2015. We are now launching into our second pilot, testing the changes made and how these changes will improve the experience for families and service providers. CTN is working with two other children's treatment centres and GoldCare (our shared record vendor) to ensure that we have everything in place for a potential broader roll out to more.



IT strategic plan

The new IT strategic plan was developed with support from CTN's shared services IT support. Many of the items on the plan are operational and some are in progress. Highlights include the transition of data to new servers, and the new off-site backup system that's been put in place.

Dedicated

Improving access to information, services and support for families: family-focused

Information session highlights

CTN was busy increasing awareness with special sessions aimed at building awareness. Here are some of the events we participated in:

- York Region District School Board Special Education Resource Teachers Information Fair — this event was focused on sharing details about community supports available.
- CTN hosted a booth at the Barrie Compass Information Carousel at Simcoe County District School Board office to increase awareness of staff of what we offer kids with special needs.
- 150 families and 63 vendors attended CTN's Information Fair in Vaughan in March. The focus was on linking families with public and private organizations that support families and children with special needs.
- CTN hosted an information booth at the Francophone Information Fair in York Region in March for 30 families.
- York Catholic District School Board's Information Fair focused on transitioning families with youth with special needs.
- In the fall, 74 agencies and organizations shared information and resources with 240 people at the Simcoe Information Fair in Barrie.



Fun events

We hosted plenty of fun events this year. Here are a few:

- 40 families participated in our annual Bike & Trike Fair in Oak Ridges.
- The Spring Fling held at our Alliston site was well attended.
- CN Rail's Family Fun Day took place in September. CTN's Family Fund was selected as the charitable recipient of money raised at the event, which ended up being \$2,775.
- We held several inclusive Halloween and holiday events all over York and Simcoe, which let kids enjoy special days in safe environments.
- Glama Gals, a local tween spa, opened its doors to offer inclusive events. 15 gals attended the event in Barrie, 11 in Newmarket and eight in Vaughan.





Deck the halls

CTN Barrie hosted one of its best holiday events yet last December. We had a great group of kids come out with support staff from a local group home and a marvelous Santa, who truly looked and acted like the "real" Saint Nick.

"A special moment for me was watching a volunteer hold hands with one young man who wanted to see Santa and give him a picture he had just drawn for him in our activity centre. The young man was so delighted and thankful for his visit with Santa that he wanted to give something back. His picture was his personal thank-you."

 Lori Brown, Local Team Facilitator, Barrie and Orillia

Family Engagement Council

This council continues to meet and advise CTN on the best ways to involve families in our projects, initiatives and events, including:

- Reviewing our family satisfaction survey.
- Hosting workshops and leading information sessions at provincial conferences, focusing on topics of interest to families and family engagement.
- Working with municipalities to offer more inclusive events.
- Helping connect with other organizations and their family advisory groups.
- Raising issues related to diversity and assisting us with ways in which CTN can reach out to various cultures and communities.

Jacqui Getfield, the chair of CTN's Family Engagement Council, received the Vaughan Volunteer of the Year Award for her contributions to her community and to CTN. Thank you to Jacqui and all of our extraordinary volunteers for all that you do!

Wheel and score

CTN, the Town of Richmond Hill and the Ontario Wheelchair Sports Association hosted 17 kids and youth in March for a special event. Kids with and without disabilities came together to play wheelchair basketball and wheelchair tennis. The kids did drills to work on skill building, practised passing the ball to others and hitting the ball with a tennis racket. Options for physical sport activities provided in inclusive environments are often hard to find. This program gave the kids in the community an opportunity to experience sports in a new way and realize the possibilities to participate in sports.

Happy birthday to everyone!

Alliston's CTN team, with Royal Victoria Regional Health Centre, Community Living Association for South Simcoe and Catulpa Community Support Services hosted an inclusive celebration for everyone. The successful event was designed to allow all kids to experience the joy of going to a birthday party. More than 55 kids and youth and their families attended. Partygoers sang "Happy Birthday to Everyone," watched a magician perform, plus enjoyed a dance party, face painting and decorate-your-own cupcake station. And, of course, all the kids left with a loot bag. Parents who came told us they were grateful that their child had experienced the fun of a sensory-friendly and inclusive party.

Family Mentoring Program

Our Family Mentoring Program matches families with children or youth with special needs who want peer support with trained family mentors who have a similar lived experience. We welcomed and trained 19 peer mentors and launched the program in September, thanks to funding from the Ontario Trillium Foundation. Our peer mentors hosted and supported workshops throughout the year and received 29 referrals for family mentors. CTN is looking forward to growing the program in the year ahead. Service providers and families can access the program by making a referral to CTN's ACCESS team or contacting ACCESS directly at 1-866-377-0286.

Orillia site up and running

CTN partnered with the Simcoe County Preschool Speech and Language Program through Royal Victoria Regional Health Centre and the Early Intervention Resource Teacher Program through Catulpa Family Support Services to create a welcoming shared space at the Common Roof (3rd floor, 69 Front St.). This location helps facilitate the integration of services for families, children and youth. The space is like other CTN local team sites with therapy rooms, drop-in space for service providers, meeting space and gross motor activity room for occupational therapy and physiotherapy services, augmentative communication and developmental assessments.





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Statement of Operations

Children's Treatment Network of Simcoe York • April 1, 2015 to March 31, 2016

EVENUES	2015/2016	2014/2015
Ministry of Children and Youth Services		
Base Funding	\$12,521,550	\$12,521,550
One Time Funding	24,947	122,750
Interest	8,697	11,931
Other	513,708	430,504
OTAL REVENUES	13,068,902	13,086,735
XPENSES		
Clinical Services		
Compensation	818,671	698,472
Program Support	119,707	162,675
Contracted Out Services	7,658,259	7,845,268
Total Clinical Services	8,596,637	8,706,415
Service Navigation/Service Co-ordination		
Compensation	414,672	407,939
Program Support	60,093	42,900
Contracted Out Services	541,767	540,994
Total Service Navigation/Service Co-ordination	1,016,532	991,833
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Partnership Initiative - ABA		
Compensation	155,711	127,748
Program Support	8,092	6,924
Partnership Initiative - ABA	163,803	134,672
	100,000	10 1,072
Evaluation	93,154	85,350
Enderon	55,254	00,000
Family Resource Program (Ontario Trillium Foundation)	99,449	46,873
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Administration		
Compensation	1,082,664	1,090,216
Corporate and Program Supports	933,849	990,631
Occupany Costs	1,082,814	1,040,745
Total Administration	3,099,327	3,121,592
	3,033,327	5,121,552
OTAL EXPENSES	13,068,902	13,086,735
	13,008,902	15,060,755
URPLUS / (DEFICIT)	\$0	\$0

Support our Family Fund

Our Family Fund has assisted 136 families since its inception in 2011. With these much-needed and much-appreciated dollars, we've been able to help our families pay for costly equipment and supplies such as walking aids and wheelchairs. We've also provided support for families to travel to specialist appointments with their kids.

DONATE TODAY by visiting

www.ctnsy.ca/About-Us/CTN-Family-Fund.aspx





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Network partners

Working collaboratively to provide the foundation for integrated services and system leadership

Core partners

Blue Hills Child and Family Centre Catulpa Community Support Service Closing the Gap Healthcare Group Mackenzie Health, Centre for Behaviour Health Sciences Markham Stouffville Hospital, Child **Development Programs** New Path Youth and Family Services North Simcoe Muskoka Community Care Access Centre Orillia Soldiers' Memorial Hospital, Children's Therapy Services Regional Municipality of York, Early Intervention Services Royal Victoria Regional Health Centre, Children's Development Services Simcoe Muskoka Catholic District School Board Southlake Regional Health Centre The Speech Clinic York Catholic District School Board York Region District School Board York Support Services Network (YSSN)

Affiliate partners

1 to 1 Rehab Barrie Area Native Advisory Circle (BANAC) Boomerang Health Brain Injury Services, Muskoka Simcoe Central Community Care Access Centre CHIGAMIK Community Health Centre Child's Play Children's Case Coordination of York Region (YSSN) CNIB **Community Connection** Community Living Association for South Simcoe **Community Living Huronia** Deaf Access Simcoe Muskoka E3 Community Services Inc. **Epilepsy York Region** Family Services York Region Georgian Bay General Hospital Health in Motion Rehabilitation Holland Bloorview Kids Rehabilitation Hospital Intensive Service Coordination of Simcoe County (Catulpa) Kerry's Place Autism Services Kinark Child and Family Services La Clé Learning Disabilities Association of York Region March of Dimes Canada Morneau Shepell Motion Specialties Ontario Early Years Centre - Simcoe North Recreational Respite Inc. Revera Safehaven Project for Community Living Seasons Centre for Grieving Children Simcoe Community Services Simcoe County District School Board Social Services Network (York Region) Spark Learning Centre **VHA Rehab Solutions** Waypoint Centre for Mental Health Care

YMCA of Simcoe Muskoka

Zareinu Education Centre

York Paediatric Therapy Services Inc.

York Region Branch of Jewish Family & Child Services

Network supporters

Canadian Hearing Society CanChild Centre for Childhood Disability Research (McMaster University) eHealth Ontario electronic Child Health Network (eCHN) Geneva Centre for Autism Ministry of Children and Youth Services Ministry of Community and Social Services Ministry of Education Ministry of Health and Long Term Care Ontario Association of Children's Rehabilitation Services (OACRS) Ontario Association for Families of Children with Communication Disorders (OAFCCD/ Parents as Partners) Ontario Telemedicine Network (OTN) **Ontario Trillium Foundation** The Hospital for Sick Children

> CTN is committed to providing child and family-centred care. Our strength comes from our network partner organizations who deliver services and support for children with multiple special needs.





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CTN's focus is on supporting kids who need long-term assistance for a full range of diagnoses and special needs from birth to their 19th birthday (or until high school graduation). Our clients require multiple interventions such as physiotherapy, medical, speech and/or occupational therapy.

Here's a listing of our programs and services:

Audiology: Services focus on the prevention, identification, assessment, treatment and rehabilitation of hearing loss.

Augmentative communication: Our augmentative communication consultation service helps kids who have challenges speaking verbally use augmentative and alternative communication devices.

Brief family resourcing: Families are provided with up to three sessions with a service coordinator to help with their funding applications and accessing services.

Child and family counselling: This service can be focused on therapists working to build the child and/or family's coping skills and resilience, grief and loss, social, emotional, relationship or adjustment concerns.

Developmental Assessment and Consultation Services (DACS): This provides diagnostic assessments and medical consultation to children with complex medical and developmental needs. Assessments for a variety of conditions are conducted by developmental specialists.

Feeding: This service provides assessment and treatment for children and youth with feeding and swallowing difficulties.

Intake, Applied Behaviour Analysis (ABA) Intake and Service Navigation: Families and service providers can receive intake functions to access CTN's programs and services. CTN also provides intake for publicly funded ABA services in Simcoe and York (for those with a confirmed diagnosis of autism). Our intake and service navigation function helps families and providers connect with community supports and lays the groundwork for coordinated service planning.

Occupational therapy: This therapy focuses on increasing a child or youth's ability to perform activities associated with their everyday life, including self-care skills such as dressing; school and academic skills such as printing and computers; and community and work skills such as taking the bus.

Physiotherapy: Providing intervention and support services to prevent or improve movement difficulties and promote functional mobility. It can help maximize movement, independence and participation.

Psychological services: These services offer psychological assessment and consultation for children and youth who have complex medical and/or neurological issues.

Recreation and leisure services: All kids deserve to have fun! Activities include adapted sports, community activities and social gatherings that are important to a child's physical, emotional, social and cognitive development.

Seating and mobility: For kids who require assistance with a complex seating or mobility equipment prescription.

Single plan of care coordination: This brings a child and family's entire team together and outlines how the team will work collaboratively to achieve the family's vision.

Spasticity management: Spasticity refers to the change in muscle tone/stiffness. This team works with kids and families to learn how to best manage spasticity and to improve their comfort, care and daily activities.



Children's **Treatment Network** Réseau de traitement des enfants

Connect with the network! Visit www.ctnsy.ca.

Facebook: facebook.com/ChildrensTreatmentNetwork Twitter: @CTNKids Ф

Pinterest: pinterest.com/ctnkids/

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

York Region Georgina, Markham, Newmarket, Richmond Hill, Vaughan

Simcoe County Alliston, Barrie, Collingwood, Midland, Orillia

If you have any questions about your child's development, the services available in Simcoe County or York Region or about CTN please contact our

ACCESS line: 1-866-377-0286

Administration Offices: 13175 Yonge Street, Richmond Hill, Ontario L4E 0G6 Email: info@ctnsv.ca Toll Free: 1-877-719-4795 York Region Local: 905-773-4779 Simcoe County Local: 705-719-4795

Children's Treatment Network is funded by the Ministry of Children and Youth Services (MCYS), and works in close collaboration with network partners funded by MCYS and other ministries including the Ministry of Education, the Ministry of Health and Long Term Care, the Ministry of Community and Social Services, as well as the County of Simcoe and Regional Municipality of York.

Building brighter futures together for kids with multiple special needs

Charitable Registration # 830649141RR0001