



# Children's Treatment Network

*Building Brighter Futures Together  
for Kids with Multiple Special Needs*



Say hi to Cameron.  
He has Down syndrome  
and loves wrestling with  
his brother, Ryan.  
To celebrate our 10th year,  
we asked families to send  
a photo of their kids giving a  
"high 10" or cheering.  
We hope you love seeing  
their smiling faces as  
much as we did!

## *Celebrating 10 Years*

**2014/2015 ANNUAL REPORT**

# MARKING A SPECIAL MILESTONE AT CTN

## Our Vision

*Building Brighter Futures Together*

## Our 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.*



**Double digits.** Many of you who have celebrated the birthday of a young person will know that hitting double digits is a milestone. At Children's Treatment Network (CTN), our clients aren't the only ones celebrating double-digit birthdays!

CTN celebrates a decade as an organization this year. When we started out, a shared electronic record wasn't part of the conversation when it came to discussing kids with special needs. Now, it is one of the foundational elements at CTN and key to coordinating service and plans for kids with multiple special needs. The idea of inter-professional practice across sectors was unusual in 2005. These days, we know that working across sectors provides families with care and support where they need it most – their homes, schools and communities. Twitter had just been invented and now it is a communication tool CTN uses frequently to share information and connect with families, service providers, partner organizations and politicians! It was 10 years ago that Facebook opened up membership and allowed anyone to join (prior to that, only students were able to sign up for the social media site). Today, more than 1,400 families use our Facebook page to access information and connect with other parents. Back then, we provided 1,000 children and youth with services; this past year, we proudly served more than 6,000 children and youth.

Though we have a small and mighty corporate team, CTN is actually powered by a network of more than 50 partner organizations (18 with CTN service contracts), more than 200 full and part-time service providers who provide services on our behalf, and, most importantly, the families, children and youth we work with.

The families we collectively serve inspire us to keep going, do more and work better. They encourage us to look at what we're doing well and focus on what we need to improve. Their victories and joys are the reason we push through challenges, and they remind us to take a moment to reflect and celebrate. We see how far they can go in their journeys and we are honoured to play a role.

The accomplishments we share from the past year, over the last 10 years and in the future are shared collectively by all of us.

Looking back and looking forward. That is what our 10th year is all about. We're eager to see how the next 10 years unfold and we're excited to share that with all of you.

**Tina Langlois,**  
Chair, Board of Directors  
Children's Treatment Network

**Louise Paul,**  
Chief Executive Officer,  
Children's Treatment Network

2005

CTN'S BOARD  
IS INCORPORATED  
(JUNE) AND FIRST  
CEO HIRED  
(OCTOBER)

2006

FIRST SERVICE  
CONTRACT  
(FOR SPEECH AND  
DEVELOPMENTAL  
ASSESSMENT SERVICES)  
WITH MARKHAM  
STOUFFVILLE HOSPITAL

2006

FIRST CLIENT  
AND FIRST  
SHARED  
ELECTRONIC  
RECORD  
OPENED



2006-  
2007

1,000 KIDS  
SERVED



2015

22 CTN STAFF  
AND  
200+ FULL AND  
PART-TIME  
CONTRACTED  
SERVICE PROVIDERS



## 10-Year CELEBRATION

**Look How Far We've Come!**

*Here's a timeline of some of our favourite highlights  
from the past 10 years.*

2007

THE FIRST SINGLE PLAN  
OF CARE (SPOC)  
IS COMPLETED  
NOVEMBER 8<sup>TH</sup>

2014-2015

6,419 KIDS SERVED



2013

FAMILY ENGAGEMENT  
COUNCIL FORMED



2012

CTN'S FACEBOOK  
PAGE  
CREATED





## WORK MORE EFFECTIVELY AS A NETWORK

### Celebrating TEAMWORK

#### New waitlist review process

Waitlists can be one of the biggest challenges in our sector; it's a challenge that we take seriously. CTN worked with our partner organizations to put a new process in place that requires clinical managers to review their waiting lists on a monthly basis. This process ensures that our waiting lists are complete and accurate. It will also help with resource planning, so that children receive services in as timely a manner as possible.

#### Service Provider Survey results

In the spring, CTN asked service providers to share their feedback about the network via a survey. Here's a snapshot of what they had to share:

- **88%** are very satisfied or satisfied with CTN (10% increase over the last survey)
- **86%** indicated that the benefits of being involved with CTN greatly exceed or exceed the drawbacks
- **71%** were very satisfied or satisfied overall with the shared electronic record



Say hi to  
Thomas-Anthony.  
He really enjoys  
superheroes and can  
tell you anything and  
everything about them  
(and the bad guys).

In addition to telling us what we're doing well, surveys help identify areas where we need to improve. Based on the feedback we received, we know we need to do some work on several areas, including making the shared electronic record more user-friendly and working to reduce gaps between services and during transitions.

*"... my involvement with CTN greatly facilitates family centredness, collaboration among team members and capacity-building."*

#### Overhauling our privacy and security policies

At CTN, privacy is crucial. Our partner organizations and families need to have complete confidence that records are secure, private and in compliance with current legislation. Our network structure also adds an element of complexity around privacy. So we knew it was time to overhaul our privacy and security policies and procedures to ensure they were compliant, clear and responsive for today's quickly changing environment. Our new security and privacy policies and procedures provide greater clarity about the responsibilities relating to protecting client information for all staff and partners so our service providers, partner organizations and families can be confident in the fact their information is well taken care of.



## BUILD STRONGER PARTNERSHIPS AND SECURE ADDITIONAL RESOURCES TO REALIZE THE NETWORK'S FULL POTENTIAL

### New partnership framework

We worked with our partner organizations to establish a new partnership framework. Designed to clarify roles and responsibilities and highlight what we need to do together to keep our network healthy, the framework helps ensure that partnerships are beneficial for everyone involved. We've included an annual renewal process that guarantees strong, effective communication and categorizes partnerships in a way that makes sense.



### CTN and the provincial election: The "Make it Count" campaign

"Make it Count" was CTN's first government-relations initiative that encouraged families to get informed and vote in the 2014 provincial election. We got the word out by sharing a newsletter filled with informative tips about the importance of voting and understanding how the major parties were planning to support kids and youth with special needs. We encouraged families, staff and service providers to attend all-candidate meetings and ask those running in their ridings about their party's plans to support families with special needs. Families shared that they appreciated the help and it allowed them to make more informed decisions. Our partner organizations liked the non-partisan approach and were comfortable promoting and sharing the campaign.



### New annualized funding and one-time funding results

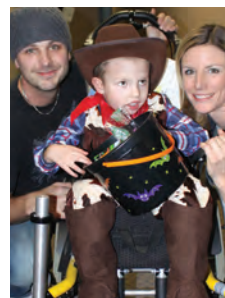
We received new funding opportunities from the Ministry of Children and Youth Services that allowed us to provide 467 more kids and youth with services in the following areas.

- Physiotherapy: 88
- Occupational therapy: 164
- Speech-language pathology: 155
- Social work: 20
- Psychology: 40



### Special Needs Strategy

This year we announced our participation in Ontario's implementation of a Special Needs Strategy, which is mandated by four ministries: the Ministry of Children and Youth Services, the Ministry of Education, the Ministry of Health and Long Term Care, and the Ministry of Community and Social Services. This strategy will help kids get the services they need at school, home and in the community in a timely, coordinated, effective way. Along with many of our partner organizations, CTN is playing an integral part in the province's strategy – employees co-chaired four tables in Simcoe and York Region.



Celebrating GROWTH



Meet Zoey.  
She is 4 years old  
and has Trisomy 18  
(Edward's Syndrome).  
She likes colouring.

## LEAD ONGOING INNOVATION AND CONTINUOUS IMPROVEMENT IN FAMILY CENTRED, INTEGRATED CARE

### Celebrating PROGRESS

#### Focus on building capacity

This past year, CTN's training focus was on expanding, improving and evaluating training plans for families and service providers. We hired a training facilitator to help establish best practices and prioritize training needs.

CTN hosted and co-hosted 57 training events across our 10 local sites with 837 attendees. In addition to these events, 414 participants completed 1,477 courses in the Community Learning Library. The Community Learning Library is an e-learning management system (LMS) that was purchased through the Simcoe Community Integration Leadership project in collaboration with early intervention services in Simcoe County. The LMS provides a strong foundation to continue building a Community Learning Library throughout York and Simcoe and increase knowledge about a variety of topics in a format that is convenient, engaging and accessible.



Josh is five years old and loves honeydew melons, the colour red and anything related to Lightning McQueen. He has autism spectrum disorder (ASD).

#### Family survey results

Last fall, we asked families to tell us about their experience via a survey. The feedback they shared helps us improve programs and services and informs our future efforts. Here is what we heard:

- **88%** of families were very satisfied or satisfied with CTN; if families had been involved with the single plan of care process, **90%** were very satisfied or satisfied
- **66%** of families indicated that their child's participation in school activities is a lot better or better
- **60%** of families reported that they are coping a lot better or better as a parent/caregiver

*"I know that the professionals working together as a team are helping her to meet goals and are helping the school to define those goals well."*

*"CTN can't help with her general health and level of disability, but they have provided me with opportunities to find support from other families and they have helped the school to help her meet her goals, which is invaluable."*

Going forward, we will continue to pay attention to areas where families tell us they need more support and ensure they are aware of the support available to them through events, online communities and other resources.



## IMPROVE TECHNOLOGIES AND PROCESSES THAT STREAMLINE NETWORK OPERATIONS AND COMMUNICATIONS

### Creation of information technology consortium

The newly developed IT consortium consists of seven organizations across Simcoe and York Region that meet regularly to discuss the various ways that information technology can improve collaboration and integrated care planning. The consortium has established a terms of reference and has been able to share technology implementations within member organizations. Next year our goal is to find a way to increase membership to ensure we are a sustainable group that can continue to work collaboratively.

### Social media

We've been more social this year than ever before!



**Facebook:** Our page has grown to more than 1,400 "Likes." This one-stop shop for families is a successful hub where parents and youth in the community can support and connect with each other, find out about fun events, read informative articles and watch inspirational videos.

Like us at [Facebook.com/ChildrensTreatmentNetwork](https://www.facebook.com/ChildrensTreatmentNetwork)



**Twitter:** There's plenty of chirping happening on our Twitter feed. Our communications staff is busy interacting with the more than 630 followers who tweet with us and share news, announcements and anything else we can fit into 140 characters.

Follow us at [@CTNKids](https://twitter.com/CTNKids)



**Pinterest:** While we're building a following and a presence on both Facebook and Twitter, we're still new to Pinterest. As the CTN team learns to engage on the popular social media site, watch for our boards and pins to grow.

Find us at [www.pinterest.com/ctnkids/](https://www.pinterest.com/ctnkids/)

### What's new online?

Visit us at [ctnsy.ca](http://ctnsy.ca) over the next few months and you'll find a new and improved website – revamped to better serve families and service providers. This comprehensive website will feature a full event calendar, a robust family resource centre, information about our programs and services and even a new media centre where journalists can quickly access information for stories and connect with experts to feature in interviews. You'll find timely, engaging and relevant content presented in a way that works for families and professionals.



Celebrating CONNECTIONS

Zaid has multiple special needs and loves cars, balls, balloons and doors.

## IMPROVE ACCESS TO INFORMATION, SERVICES AND SUPPORTS FOR FAMILIES

### Celebrating FAMILIES



#### E-news: *What's Happening*

We've created and launched a new e-newsletter to keep our families up to speed on what's happening at CTN and in our communities while we work on redesigning our website. Aptly titled *What's Happening*, the monthly newsletter highlights events and programs that may be of interest to families. When the redesigned website launches this summer, another e-newsletter will be created to share information in an even better way.

#### Family engagement

More CTN families than ever before joined CTN corporate and partner organization staff to attend the annual Ontario Association of Children's Rehabilitation Services conference and presented information on the importance of family engagement. Our family resource program, funded by the Ontario Trillium Foundation, has also been a focus in the past year – we've hired a coordinator to establish the foundation of this new program.



#### Families making a difference in their local communities

A family in Collingwood contacted CTN when they weren't allowed on the ice at a local rink with a sled for their daughter, who can't skate independently. The family worked with CTN's local team facilitator and approached the town council to request a bylaw change to make local skating rinks more accessible by allowing skate aids on the ice. Good news: Council approved the change to the bylaw. In March, the mayor and CTN celebrated the change by hosting a skating party.



Meet fun-loving  
12-year-old twins  
Jessica and Alex.  
Jessica has multiple disabilities  
and loves music and playing  
with her "big" brother Alex,  
who is a fantastic brother  
and into all-things  
involving engines!



IN 2014-2015,  
WE HELD A TOTAL  
OF **100 FAMILY  
EVENTS** WITH  
**2,474 FAMILIES**  
ATTENDING.



# A STRONG BOTTOM LINE MEANS MORE SERVICES AND MORE PROGRAMS FOR KIDS AND FAMILIES

## Statement of Operations

Children's Treatment Network • April 1, 2014 to March 31, 2015

Celebrating SUPPORT

REVENUES	2014/2015	2013/2014
Ministry of Children and Youth Services		
Base Funding	\$12,521,550	\$12,037,550
One-Time Funding	122,750	0
Interest	11,931	12,311
Other	430,504	665,571
<b>TOTAL REVENUES</b>	<b>13,086,735</b>	<b>12,715,432</b>
EXPENSES		
Clinical Services		
Compensation	698,472	773,584
Program Support	162,675	115,923
Contracted-Out Services	7,845,268	7,809,890
<b>Total Clinical Services</b>	<b>8,706,415</b>	<b>8,699,397</b>
Service Navigation/Service Coordination		
Compensation	407,939	334,149
Program Support	42,900	40,942
Contracted-Out Services	540,994	612,209
<b>Total Service Navigation/Service Coordination</b>	<b>991,833</b>	<b>987,300</b>
Partnership Initiative - ABA		
Compensation	127,748	127,102
Program Support	6,924	6,088
<b>Partnership Initiative - ABA</b>	<b>134,672</b>	<b>133,190</b>
Evaluation	85,350	87,900
Family Resource Program (Ontario Trillium Foundation)	46,873	0
Administration		
Compensation	1,090,216	984,619
Corporate and Program Supports	990,631	785,980
Occupancy Costs	1,040,745	1,037,046
<b>Total Administration</b>	<b>3,121,592</b>	<b>2,807,645</b>
<b>TOTAL EXPENSES</b>	<b>13,086,735</b>	<b>12,715,432</b>
<b>SURPLUS / (DEFICIT)</b>	<b>\$0</b>	<b>\$0</b>



## Support our Family Fund

Our Family Fund has assisted more than 90 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  
[ctnsy.ca/todonate/index.php](https://ctnsy.ca/todonate/index.php)

**Great idea!** A few members of CTN's ACCESS team (the folks who are responsible for intake and service navigation) came up with one of the best ideas we've heard in a while: They celebrated the end of the school year by thanking their children's teachers with a donation to CTN's Family Fund instead of giving traditional gifts. What a great way to honour the very thing that teachers do – helping children.

## WE THANK YOU FOR GOING ABOVE AND BEYOND

### Celebrating SPIRIT

**A special thank you  
to our volunteers.**

*The generous  
donation of your  
time, expertise and  
effort is what helps  
us build brighter  
futures together.  
We couldn't do it  
without you!*

### **Andrea Chisholm, Board of Directors**

As the parent of four children (two with special needs), Andrea connected us with the parent voice. In addition to being an active member on both the Governance and Quality Committees, Andrea's knowledge of technology and digital communications helped propel CTN in the right direction as we ventured into the world of social media. She has always been a champion of family engagement and communicating with families, and CTN will continue to carry these values forward.

### **Karen Hirstwood, Board of Directors, Chair, Quality Committee**

Always the voice of reason and committed to ensuring the work CTN takes on is of the highest quality, Karen helped anchor CTN in doing the best we could for our partner organizations and the families we collectively serve. She generously shared her insight and expertise from her background in the human services sector and CTN will continue to appreciate all that she has done for the organization in the years to come.

### **Michael Klejman, Past Chair, Board of Directors**

Michael has been a supporter of CTN for more than 15 years. Initially, in his role as the Regional Director, Ministry of Health and Long Term Care, Michael helped establish CTN, serving as an ex-officio board member on the inaugural board. When he retired from the Ministry he became a director on our board, serving as vice chair, chair of our Governance Committee and board chair. Last year, CTN managed to talk him into sticking around for one more year as past chair to ensure a smooth transition as we welcomed our new chair. Fortunately, Michael agreed and this past year has been invaluable. The legacy he leaves behind is one of advocacy, asking challenging questions and supporting our organization to continue building on the foundation that we've developed. His years of dedication have helped us build the network and provided sightlines to where we want to go.

### **Brian Young, Board of Directors**

Brian brought a great deal of board experience and expertise to CTN, joining us after completing his term on the Simcoe Community Services board. As a consultant with a human resources background, he served as a valuable member of CTN's Quality Committee, assisting in the development of quality frameworks and compliance reporting. Brian's governance experience helped us maintain focus on the important issues. We will continue to benefit from the insights and experience he brought to our board.



Sherry Caldwell and  
Richmond Hill mayor Dave Barrow

### **CTN Volunteer Recognized by the Town of Richmond Hill**

Longtime CTN volunteer and parent, Sherry Caldwell, was the recipient of a Volunteer Achievement Award from the Town of Richmond Hill for her efforts in championing a library program that allowed kids who use alternative and augmentative communication to connect with other kids and families who use devices and technology to communicate. The initiative was such a success that other municipalities are trying out similar group programs for local families. Congratulations, Sherry!

# OUR PARTNER ORGANIZATIONS PROVIDE THE FOUNDATION FOR INTEGRATED PLANS OF CARE

## Network partners

- 1 to 1 Rehab
- Able Sail
- Barrie Area Native Advisory Circle (BANAC)
- \* Blue Hills Child and Family Centre
- Boomerang Health
- Brain Injury Services, Muskoka Simcoe
- \* Catulpa Community Support Service
- Central Community Care Access Centre
- CHIGAMIK Community Health Centre
- Child's Play
- \* Children's Case Coordination of Simcoe County (Catulpa)
- \* Children's Case Coordination of York Region (YSSN)
- \* Closing the Gap Healthcare Group
- 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
- Helping Hands for FASD
- \* Holland Bloorview Kids Rehabilitation Hospital
- Kerry's Place Autism Services
- Kinark Child and Family Services
- \* La Clé
- Learning Disabilities Association of Simcoe County
- Learning Disabilities Association of York Region
- \* Mackenzie Health, Centre for Behaviour Health Sciences
- March of Dimes Canada
- \* Markham Stouffville Hospital, Child Development Programs
- Morneau Shepell
- Motion Specialties
- \* New Path Youth and Family Services
- \* North Simcoe Muskoka Community Care Access Centre
- Ontario Early Years Centre – Simcoe North
- \* Orillia Soldiers' Memorial Hospital, Children's Therapy Services
- \* Regional Municipality of York, Early Intervention Services
- Revera
- \* Royal Victoria Regional Health Centre, Children's Development Services
- Safehaven Project for Community Living
- Seasons Centre for Grieving Children
- \* Simcoe Community Services
- Simcoe County District School Board
- \* Simcoe Muskoka Catholic District School Board
- Social Services Network (York Region)
- \* Southlake Regional Health Centre
- Spark Learning Centre
- \* The Speech Clinic
- VHA Rehab Solutions
- Waypoint Centre for Mental Health Care
- York Paediatric Therapy Services Inc.
- York Region Branch of Jewish Family & Child Services
- \* York Catholic District School Board
- \* York Region District School Board
- YMCA of Simcoe Muskoka
- Zareinu Education Centre

Celebrating PARTNERS



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

## Provincial partners

- Canadian Hearing Society
- CanChild Centre for Childhood Disability Research (McMaster University)
- CNIB
- eHealth Ontario
- electronic Child Health Network (eCHN)
- Expressive Communication Help Organization (ECHO)
- 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)
- The Hospital for Sick Children

Luca is a happy, affectionate boy who loves to play basketball, watch "The Wiggles" and eat french fries. He has autism and epilepsy.

\* Partner organizations receiving funding from Children's Treatment Network to provide services





# Children's Treatment Network

Children's Treatment Network (CTN) provides more than 6,000 children with multiple special needs in Simcoe County and York Region with rehabilitation and specialized clinical services that are delivered through partner organizations in the education, health and community sectors.

Children with multiple special needs can receive the following services:

- Applied Behaviour Analysis (ABA) Intake
- Audiology
- Augmentative Communication
- Brief Family Resourcing
- Child & Family Counselling
- Developmental Assessment
- Developmental Pediatrics
- Feeding
- Inclusive Recreation
- Intake and Service Navigation
- Joint Management / Botox®
- Neuropsychology
- Occupational Therapy
- Physiotherapy
- Seating & Mobility
- Single Plan of Care Coordination

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 (in development)

## Questions?

About your child's development, or services for children with special needs in Simcoe County or York Region?

**Contact ACCESS: 1-866-377-0286**

## Administration Offices:

13175 Yonge Street, Richmond Hill, Ontario L4E 0G6

Email: [info@ctnsy.ca](mailto:info@ctnsy.ca)

Toll Free 1-877-719-4795 York Region Local 905-773-4779

Simcoe County Local 705-719-4795



**Connect with the network!**  
Visit [www.ctnsy.ca](http://www.ctnsy.ca).



Facebook: [facebook.com/ChildrensTreatmentNetwork](https://facebook.com/ChildrensTreatmentNetwork)



Twitter: @CTNKids



Pinterest: [pinterest.com/ctnkids/](https://pinterest.com/ctnkids/)

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.

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