



# Outcomes Report 2009-2010

Child Development Centre Society of Fort St. John and District



Child Development Centre Society of Fort St. John and District

# Beliefs, Mission and Vision

## 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 partnerships within the community are beneficial for everyone.



## Our Mission:

To support our children, families and communities in an inclusive environment through innovative programs and services.



## Our Vision:

Building the best foundation for our children's future.



3 year CARF accreditation received in June of 2008

**This report reflects activities from April 1, 2009 to March 31, 2010**

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## Believe it or not!

- We provided over 41,000 hours of services to Fort St. John and area.
- We served 694 unique children and 168 new referrals in HALF a building!
- Over 560 individuals and businesses supported our centre through donations.



## 2009-2010 Board of Directors

President	Shannon Stewart
Vice President	Kelly Ballard
Secretary	Christine Whitford
Treasurer	Dayna Ross
Director	Jennifer Szoo
Director	Andy Ackerman
Director	Darcy Wheeler
Director	Angela Kosick
Director	Lisa Pomeroy
Medical Director	Dr. Richard Moody
Executive Director	Penny Gagnon



*“As leadership volunteers, the CDC Board offer the centre their individual expertise and wisdom.”*





*Shannon Stewart,  
CDC Board President*

*“We are so thankful for the overwhelming support, despite the economic climate; we are deeply honored by our community’s financial support.”*



*Penny Gagnon,  
Executive Director*

## From the President and Executive Director

2010 is a year of celebration for the Child Development Centre as we look towards the completion of our expansion/renovation project, “Project Build-A-Fort.” The 2009/10 fiscal year was full of growth, change, and excitement. Our fundraising events were incredibly successful and we continued to work to increase awareness of our programs and services within the community. Once again we found ourselves looking to recruit professional staff to support quality programs and services for children and their families as attracting qualified individuals to the north can be a daunting task. As part of the Child Development Centre’s vision, we remained actively involved with both regional and provincial initiatives.

Project Build-A-Fort will come to completion in June of 2010. During the year, we worked closely with WL Construction and HIP Architects to ensure the integrity of the building and the project. We are thankful for Dr. Glen Hamill who came forward as our Building Committee Chairperson to provide consultation and support during the construction. We would also like to extend our thanks to the families and staff of the CDC who were tireless in their patience during the changes in space and function. Fundraising for the project is ongoing through grant applications, major sponsor requests, and our own CDC fundraising events.

The community as a whole has shown tremendous support of the CDC and “Project Build-A-Fort.” The 36<sup>th</sup> Annual CDC Talent Show and ArcTech Welding’s ‘Day for the kids’ event saw \$90,000.00 in donations raised. Our 2<sup>nd</sup> Annual Charity Golf Tournament is proving itself to be one of the ‘must attend’ golfing events of the year and raised approximately \$15,000.00 for “Project Build-A-Fort.” We are so thankful for the overwhelming support, despite the economic climate; we are deeply honored by our community’s financial support.

In 2010 we saw the government announce that it was experiencing fiscal challenges that will affect varying provincial, regional, and local programs and services. Many hours were spent in both Prince George and Vancouver discussing budget restraints and its impact on our services. Penny volunteered to be the sub-regional chairperson for the Peace Region CYSN (Children and Youth with Special Needs) Committee and in February of 2010 we were informed that there would be no funding decreases in services for Children and Youth with Special Needs.

The CDC continues to be involved in numerous provincial, regional, and local committees such as the Early Childhood Development Table locally, Northern Coalition of CDCs regionally, and the BC Association of Child Development and Intervention (BCACDI), provincially.



(Continued from page 4)

Locally, the CDC has worked collaboratively with community partners on joint initiatives to promote early child development and family friendly environments. A community plan has been established with action plans focusing on community based priorities. The Northern Coalition continued to work collectively through shared best practices focusing on recruitment and retention, accreditation, contract management, and quality assurance.

The Child Development Centre team members are our most valued resource. They are a crucial component to the high level of success, quality, and professionalism that is experienced here. Throughout this year, our team has faced the normal challenges of meeting the increasing demands for our services with the addition of attempting to provide service for families and children in half our regular space. Sharing office and therapy rooms, seeking out alternate spaces within the community as well as dealing with general construction chaos became a daily part of their work lives. We cannot begin to express our gratitude for the patience and perseverance of our staff. Without each one of them, the centre would not continue to grow as a leader in early childhood development services. As part of Staff Appreciation month we gave out gift certificates of choice to all staff members as well as shared a lovely luncheon together.

As a non-profit society, the CDC is overseen by a group of dedicated community volunteers who comprise our CDC Board of Directors. These individuals have come together as a result of their belief in the importance of this centre and the invaluable service it provides to the city of Fort St. John. As leadership volunteers, the CDC Board offer the centre their individual expertise and wisdom. With the help of the Executive Director, the board sets the strategic direction and priorities of the centre and also helps ensure and monitor quality improvement and accountability. This past year the board has helped support the Executive Director in seeing Project Build-A-Fort continue. Thank you to the individuals who volunteer their time for the benefit of the Child Development Centre.

We both look forward to celebrating with our staff, families, community and donors the completion of Project Build-A-Fort. As the Child Development Centre sees increase to service demands, our new physical space will ultimately provide us with the ability to provide more services and programs to the children and families in our community.

Respectfully,  
Shannon Stewart  
President

Penny Gagnon  
Executive Director



36th Annual CDC Talent Show  
ELP Performance



Working together to get the job done.



2nd Annual CDC Charity Golf  
Tournament Champions



Project Build-A-Fort  
Almost There!,



## Human Resources

### Administration

Penny Gagnon	Executive Director
Tana Millner	Finance Manager
Tammy McNutt	Office Assistant
Janet Mueller	Office Assistant

### Early Intervention Department

Deanne Ward	Infant Development Supervisor
Catherine McCauley	Infant Development Consultant
Ami-Jo Dunn	Occupational Therapist
Fatima Vido-Vecchio	Physical Therapist
Lisa Kalis	Speech-Language Pathologist
Jodi Betuzzi	Rehabilitation Assistant
Emily Jackson	Rehabilitation Assistant
Pamela Thompson	Speech-Language Assistant
Terry Beard	Family Services Worker

### Complex Developmental Behavioural Conditions (CDBC)

Susan Cross	CDBC Key Intake Worker
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### Early Learning Program (ELP)

Cindy Singer	ELP Supervisor
Mary Czerwinski	ELP Lead Teacher
Sheila Tarangle	ELP Teacher
Tammy McAleney	ELP Teacher

### Supported Child Development Program (SCDP)

Shiante Pereira	SCDP Consultant
Kim Beauchamp	SCDP Worker
Lyndsay Beer	SCDP Worker
Natalie Belowos	SCDP Worker
Sandra Burrows	SCDP Worker
Deidre Cowger	SCDP Worker
Sarah Halse	SCDP Worker
Paula Spinov	SCDP Worker
Karen Stubberfield	SCDP Worker
Shondra White	SCDP Worker

### Special Services Program (SpS)

Crystal Kalas	SpS Supervisor
Kayla Cavalier	SpS Worker
Tracey Ann Hotston	SpS Worker
Rosemarie Leering	SpS Worker
Corrine Millington	SpS Worker

## Staff Survey Response

Overall Personal Experience		
Excellent to Good	Moderate	Low to Adequate
75%	17%	8%

Overall Satisfaction with Ability to do job		
Excellent to Good	Moderate	Low to Adequate
58%	30%	12%

Overall Satisfaction with the CDC		
Excellent to Good	Moderate	Low to Adequate
76%	19%	5%



All Staff Development with David Rattray

Staff Length of Service			
< 1 Year	1-5 Yrs	6-10 Yrs	> 10 Yrs
10%	62%	24%	5%



## Community Networking and Collaboration



*CDC Wheels-In-Motion Team*

*“Thank you for the monthly updates that were delivered to our door, they were very helpful in keeping us informed.”*

*~ CDC Neighbor*



*Health Fair 2009*

### Community Education and Training

- CDC Service and Program presentation made to Christian Life School teacher in -service
- Hosted a Physician’s Breakfast at the centre in order to help educate the local physicians on CDC services we offer and our referral process.
- Provided Snoezelen training to staff from Children and Youth Mental Health.
- FASD presentations to schools.
- Facilitated training with Dr. Deborah Bell, Registered Psychologist which was attended by various community members and neighboring communities – SPCCRR, NPCCRR, preschool teachers, daycare service providers, CDC staff.
- Information packages regarding SCD services distributed to two daycares to aid in the implementation of the Pyramid Model of teaching. Building Positive Relations, the base of the Pyramid model, has made a wonderful difference in relationships that we are building with community members.
- Traveled to Fort Nelson to provide in-service training to the Foster Parents as well as to community service providers at the Family Development Centre.

### Community Event Participation:

- Community Preschool Round-up.
- Halfway First Nations Health Fair.
- Cultural Competency Gathering for Frontline Health Care Professionals.
- School District Web cast regarding full day kindergarten.
- SCD attended CYMH sponsored training on Child Parent Relationship Training.
- CKNL Tradeshow, Relay for Life and Wheels in Motion.
- ELP program collected food and gift donations for the Salvation Army’s Christmas hampers.

### Outreach Visits:

- Blueberry River and Halfway River First Nations.
- Head Start at Blueberry First Nations to help provide enhanced speech and language input to the children who access that service as well as liaising with Darlene Connelly (AIDP).
- Parent Response Training at the Doig River First Nations in collaboration with Dale Voissonneault, Aboriginal Child and Youth Mental Health.

### Community Collaboration:

- CDDBC worked more closely with the schools.
- Kindergarten transition meetings with school district staff in order to aid in a smooth transition from CDC services to the schools.
- SCDP and CDDBC were involved with Ready, Set, Learn Program at the Charlie Lake School.
- IDP sat on screening committee whose purpose is to train daycare and preschool providers to do screenings in order to identify children who may need a referral for services but would usually fall through the cracks.
- Special Services Program extends to Hudson’s Hope.

### CDC Community Groups:

- Butterfly Families, peer to peer parent support group implemented.
- Infant Massage Classes.
- Parent-Child Mother Goose Program.

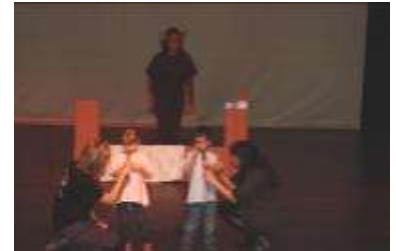
### Communications:

- Website redesigned with increased resources and greater accessibility.
- Letters sent to all families on speech waitlist to provide parents with resources and ideas while waiting.
- ELP Newsletter distributed monthly.
- CDC Brouhaha, centre newsletter, sent quarterly to families, neighbors, stakeholders, donors and website
- Project Build-A-Fort bulletins released monthly to all staff, neighbors and website to build awareness and keep affected individuals informed.



## CDC Celebrations

- Two new staff members for both the SCD program and Respite/Skills program.
- ELP has an active 2009-2010 Parent Advisory Committee.
- 2nd Annual CDC Golf Tournament raised \$15,000 for Project Build-A-Fort.
- Respite/Skills worker hired for Hudson's Hope.
- CDBC program was able to assess more children this year.
- Building project is almost complete. Moving date set for June 2010.
- Hosted six different practicum students, one all the way from Holland!
- Talent Show was a great success with over \$90,000 raised toward Project Build-A-Fort.
- Government announced that fiscal challenges will not affect services for children and youth with special needs.
- Hired SLP Assistant.



CDC Talent Show Staff Performance '3 Little Monkeys'

## CDC Challenges

- Continually increase in demands for services but no increase in funding for more staff.
- High demand for speech services makes caseload management and wait times incredibly difficult.
- Staff moving to more trans-disciplinary approach, which is recognized as best practice, however this increases demands and pressure on time due to large caseloads and complexity of cases.
- Resignation of long-time physiotherapist; recruiting qualified applicant will be a daunting task.
- Geographical challenges with size of service area and remoteness of some of the communities we serve.
- Limitations in office and therapy space.

*"It has been a crazy year with all the reno's but everyone has done a great job at working around it. All of the staff are AMAZING!"*  
 ~ parent survey response

## CDC Staff Development and Training

- Understanding and Preventing Stress in the Workplace.
- Grandparents Raising Grandkids.
- Resource sponsored training.
- H1N1 Orientation.
- You're Not the Boss of Me: Understanding Resistance in Young Children.
- Standardized Assessment Training by Sunny Hill.
- Cultural Awareness workshop for all staff.
- DIR Floor-time therapy training.
- Annual ECE Conference.
- Improving Parent-Infant/Child Relationships through Modified Interaction Guidance Training (MIG)
- Crisis Prevention Institutes Train the Trainer training.
- Modified Interaction Guidance Training (MIG)
- Child-Parent Relationship Therapy Training.
- Gesell Training.
- Fetal Alcohol Spectrum Disorder: Difficulties and Solutions.
- BC Family Early Hearing



Cultural Awareness Workshop with David Rattray - staff participate in traditional game.



## Infant Development Program

### IDP Service Numbers

Total Clients Served	180
Active Clients	62
Waitlisted Clients	30
Infant Massage Classes served	160 unique individuals.

*Believe it or not!*

IDP handled 108 new referrals this fiscal year.

The Infant Development Program has established a waitlist this year and has been meeting regularly to manage the waitlist. We are finding that some children are moving to the top of the waitlist and coming on to caseload but we are mostly finding that so many priorities get identified through intake that they are moving on to caseload and the other children who may be referred for something like delayed speech are remaining on the waitlist.



We hosted four Infant Massage Classes in the last year and three of them were offered at Child Care Resource and referral. We were able to use the space at no cost to the program while the renovations and expansion were being completed on site. We repeatedly had high numbers sign up and we would move all of the mats we thought we needed and purchase enough snack but we consistently noted that only a portion of those who signed up came to the any or part of the classes.

Catherine completed the Child Parent Response Training (CPRT) and began offering it to families in their home and in a group setting here at the CDC. In addition, she and the others that took the training brought it to the staff here at the CDC so we could implement some of the strategies to our home visiting and program planning. Catherine was also able to go to Doig with Dale Bois-enault, Aboriginal Child & Youth Mental Health worker for that community and offer CPRT.

## Occupational and Physical Therapy

### OT and PT Service Numbers

OT Total Clients	133
OT Active Clients	46
OT Waitlist Clients	30
PT Total Clients	111
PT Active Clients	54
PT Waitlist Clients	17

*Believe it or not!*

Our physiotherapist of 19 years, Fatima Vido-Vecchio announced her resignation in March 2010.



Although the building renovations were very disruptive to our services this year, we had some wonderful moments to celebrate.

OT and PT both began to structure our program plans based on the provincial guidelines for Early Intervention Programs. Trialed provision of therapy services within a trans-disciplinary framework in accordance with best practice guidelines were implemented. We had the privilege of participating in online training for DIR Floor-time therapy as well as attend four Sunny Hill Teleconference seminars

using equipment and space at Fort St. John Hospital.

Fatima supported a PT student from UBC for her 6 week practicum and Jody was able to use her training as in Yoga in individual sessions as well as in the preschool classrooms.

We are especially happy to report that we worked with two families who were applying for funding from the Giving in Action Fund. Both families were successful with their applications which resulted in new accessible vehicles AND major renovations to their homes more accessible.

Construction disruption was not the only hurdle faced by our program this year. In an attempt to improve communication with the medical community we invited local doctors for a 30minute breakfast tour and short presentation. Unfortunately, the time spent to organize this event was not a fruitful investment as only one doctor attended. In March, our physiotherapist of nineteen years, Fatima Vido-Vecchio announced her resignation. It will be a big loss to our department and families, but we wish her all the best in her new ventures at BC Children's Hospital.



## Speech Therapy



The goal of the speech program this year was to work through the waitlist offering as many initial assessments as possible to children in order to organize and prioritize the program’s ever increasing caseload. We also attempted to maximize our limited resources by offering various speech and language groups throughout the year. This allowed us to offer more children active services for blocks of time than the traditional one to one services. Children with significant speech delays were prioritized and still seen on a one to one basis. We were thankful to have Rachelle Viray-Flindall, contracted SLP from Edmonton, who came twice this year to offer three day

assessment and therapy clinics. Lisa was also incredibly grateful for the arrival of Pamela Thompson, SLP Assistant as this was an indispensable help in the management of such a large caseload and waitlist. Pamela has proven to be a great asset to the program.

Throughout the year the speech department worked closely with the OT, PT and SCD departments by collaborating in assessments, observations and consultations for several of our CDC clients. The speech staff also participated in several aboriginal community outreaches, kindergarten transition meetings, psychology outreaches with Dr. Lilly, as well as community initiatives such as the Preschool Round-up.

Overall, we are happy with the response of our families and clients to the group approach, as well as their continued patience. The greatest challenge for the speech program continues to be the increase in requests for our services with too little time and resources to meet the demands.

## Family Services

As always, the family services program had a busy year working closely with CDC staff and families in order to help coordinate services and programs for children three to five years.

Terry worked closely with the speech program as she assisted in handling all the new speech only intakes for children over three. This, at times, was a daunting task as the demands for speech services remains consistently high. Also, as the Family Services Coordinator, Terry organized Dr. Lilly’s visits for psychology assessments and kindergarten transition meetings for CDC clients graduating into School District #60 programs and services. This year, Terry organized a Kindergarten Transition Open House which was very well attended by both families and School District Staff.

As community linking and collaboration is such a large part of the family services program, Terry represented the CDC as several community gatherings. She attended the Cultural Competency Gathering for Frontline Health Care Professionals, Halfway River First Nations Health Fair and the Preschool Round-up. These were all excellent opportunities to gain knowledge and build deeper relationships within the greater service community.



However, the greatest accomplishment of the Family Services program is not always measurable in the traditional sense, yet it is in the time taken to be there for families. Finding the

resources and filling out all of the paperwork that is often required by families with children with special needs can be overwhelming. The extra stress on families as they are consumed with trying to do the very best for their child, but not always knowing where to turn or even what resources are available can be tremendous. Terry worked closely with families as a coordinator and a listening ear. This program is an invaluable resource to families who are needing to navigate the adventure of parenting a child with special needs.

### Speech Service Numbers

Total Clients Served	231
Active Clients	79
Waitlisted Clients	53

*Believe it or not!*

Speech received 93 new referrals for services this fiscal year.

### Family Services’ Numbers

Total Clients Served	136
Active Clients	44
Waitlisted Clients	3

*Believe it or not!*

Family Services completed over 60 new intakes on top of their regular service provision.



## Supported Child Development Program

### SCD Service Numbers

Total Clients Served	106
Active Clients	47
Waitlisted Clients	3

*Believe it or not!*

SCD provided 15, 315 hours of service in 2009-2010.

We are happy to celebrate this year the implementation of the Positive Behaviour Supports (PBS) –The Pyramid Model and its successful introduction in 2 community preschools and 3 daycares.

PBS training highlights the importance of building Effective Workforces, Building Nurturing and Responsive Relationships and High Quality Supportive Environments, Targeted Social Emotional Supports Training, and Intensive Intervention for approximately 4-6% of children that require it. PBS stresses on inclusion which is the very philosophy of the Supported Child Development Program. We also saw the launch of the Socio Emotional Development Program (Positive Behaviour Support) which was implemented in 2 community preschools and 2 community daycares. The program was introduced in one community daycare with no follow up. The SCD program also assisted Daycare service providers in developing and implementing effective behaviour management strategies for toddlers under their care. An Activity Schedule was introduced in a daycare to encourage a child with behaviour challenges to build on independent and appropriate play skills. We were also able to offer a ten week Child-Parent Relationship Program (CPRT) which was conducted with the Infant Development Consultant, to train parents to play and respond appropriately with their children. Client specific, we completed and followed through with the Intergrated Service Plans which were drawn up for the supported children. SCD staff were able to attend several training programs throughout the year that that helped to enrich service delivery. Overall, we experienced a very successful year that we believe will be foundational for the growth and quality of services provided by the SCD program.



## Special Services Program

### Special Services Numbers

Total Clients Served	61
Active Clients	23
Waitlisted Clients	13

*Believe it or not!*

We were able to hire a new staff member who is based out of Hudson’s Hope for our 3 families who live in that community.



This past year the funding for the Special Services programs changed from Community Living of British Columbia to Children and Youth with Special Needs (CYSN) through the Ministry for Children and Family Development. As a result of this, the program experienced changes within our contracts and how our programs and services are offered. One of the key differences we experienced was in the area of waitlist management and program eligibility which is now determined by CYSN staff.

The program has had a full complement of staff including one staff member living and serving families in the Hudson’s Hope area. We were excited to be able to offer extra service hours to families as opposed to coming into the centre and completing indirect hours when cancellations occurred. In order to continue and grow as a program, our staff had the opportunity to attend various training events both within the community and in the lower mainland.

The Special Services program staffs have been looking toward the future of the program and the development of the wheel-chair accessible kitchen, and what that will mean to the program. There have been different ideas concerning more skills based group work which will be explored further upon the completion of the room.

Special Services staff has continued to collaborate with outside agencies in coordinating programs and services for children. We have also had the opportunity to build awareness by attending a teachers in-service at Christian Life School in order to present our services and programs.

Butterfly Families Parent to Parent Support group was developed with participation from Susan Cross, CDIBC and Nancy Baldry who approached the CDC in regards to getting a group up and running. Make Children First funding was applied for and received for this endeavor.



## Complex Developmental Behavioural Conditions

Our 2009-2010 year consisted of community presentations in both Fort St. John and Fort Nelson, assessments, parent driven initiatives, outreaches and training.

The year for CDBC started off very stressful as our team was not complete due to our Psychologists being on a medical leave. Dr. Julie Desroches came back to the CDC in August and started off by completing 8 assessments and then we followed through with the Synthesis and Family meetings in September where we completed 6 of these before the end of September cut of date for the Ministry of Education.

Susan Cross followed through with recommendations from our assessments and had attended many IEP's with the school teams. This team IEP's worked out well and the parents were happy that she attended these meetings with them.

Information was shared was on Fetal Alcohol Spectrum Disorder (FASD) and the Complex Developmental Behavioral Conditions Program (CDBC) program to professionals within the community of Fort St. John and Fort Nelson as well as parents/caregivers.

Initiated by a concerned parent, Butterfly Families - A Parent to Parent support was developed through much teamwork, brainstorming and information gathering. We surveyed parents/caregivers regarding format, availability and frequency. CCRR, CYMH, NPCRS and various CDC programs were all involved to make this a success. Funding was secured for this endeavor through Make Children First.

A peer to peer support group with two teenagers on caseload was implemented which worked out really well. We had the opportunity to learn about the day to day living skills need for teenagers in the areas of navigating peer pressure, cause and effect situations, time and money management as well as decision making. They were given the responsibility to decide what types of activities this group would do and it ran really well for 8 - 10 weeks. The youth were then able to volunteer with the Ride for Disabled which was beyond doubt a strength for this youth.

Susan Cross was able to participate, as well as help organize, both an outreach to Halfway First Nations Reserve and Blueberry First Nations Reserve plus an awesome workshop at the Enerplex on Modified Interaction Guidance Training (MIG). Both of these took a tremendous amount of time and leg work, but were well attended and worth the effort.

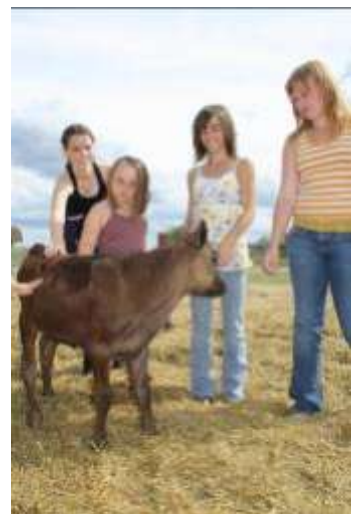
Overall, it was a successful and eventful year. Susan Cross, Keyworker for CDBC, looks forward to moving into the new building and be able to host our assessment and synthesis meetings once again here at the CDC.

### CDBC Service Numbers

Total Clients Served	76
Active Clients	43
Waitlisted Clients	1

#### *Believe it or not!*

September 2009 saw 20 new referrals come into the CDBC program.





## Early Learning Program

We are into the second year of implementing the program Creative Curriculum, with focus being on the Learning Environment. Which includes: setting up and maintaining the classroom, establishing a structure for each day, creating a classroom community. We have settled into our classrooms but we are really looking forward to our new classrooms!

We have encouraged the children to work / play together in our “community” as well each day everyone had a “job” (implementation of a job chart) in order to keep our room / community neat and clean.

The classroom is set up with eleven interest areas, which offer opportunities for teachers to teach content as children explore materials. In our class, we have blocks, dramatic play, toys and games, art, library, discovery, sand and water, music and movement, cooking (we made pudding and other non baked items) and outdoors. Computer was set up as part of choice time in the sunflower room.

We continue to have child /parent and teacher conferences in January and June.

Each child has a Portfolio (contains child’s work samples and a questionnaire completed by the staff and child) that they will take home at the end of the ELP year in June.

We were hosts to 3 NLC Early Childhood Education students this year.

**Early Learning Program children rose close to \$8000 for the talent show this year.**

Deny and Jay Morrison visited both ELP rooms, the children were able to hold the GOLD medal.

Our Tuesday Thursday afternoon (4 year olds) did a 6 week trial of Yoga with Jody Betuzzi (TA).

### Goals:

Continue with the Implementation of the Creative Curriculum for Preschool.

Create an inclusive classroom that fosters peer relationships, active participation, adapted activities and an environment of acceptance and integration.

Develop a relationship with families so we can work together to support children’s healthy development and learning. We will continue to have parents volunteer in the classroom / during fieldtrips.

ELP staff share information with families about things happening in preschool (their child’s accomplishments/likes / dislikes) and will want to learn more about things children are doing at home.

Improving our Professional Development – focusing staff implementing “Creative Curriculum.”

To provide a learning environment where children have great opportunities to discover, explore, experience, and participate in various activities. This will be created by incorporating social, emotional, intellectual, creative, and physical development opportunities in the classroom.

To support children in learning to interact in a group setting.



### ELP Service Numbers

Total Clients Served 216

Program Capacity 128

Waitlist by birth year

2005 - 177 names

2006 - 173 names

2007 - 141 names

*Believe it or not!*

Parents put their children’s name on our waitlist at birth in order to secure a space in our preschool program.



*“They seem to be doing a great job. My child really loves her teachers, which to me means she is welcomed, accepted and well cared for.”*

*~ ELP Parent Survey Response*

*“I am very grateful for the valuable experience/learning she has had in preparation for school. It’s been great - thanks!”*

*~ ELP Parent Survey Response*





## CDC Service Statistics

Total Unique Clients			
	2009-2010	2008-2009	2007-2008
	694	696	613
Total New Referrals			
	2009-2010	2008-2009	2007-2008
	168	191	156
Total Waitlist			
	2009-2010	2008-2009	2007-2008
	150	131	140
Centre Caseloads			
	2009-2010	2008-2009	2007-2008
IDP	92	74	82
PT	71	62	53
OT	76	52	53
SLP	132	110	119
FS	47	39	37
SCD	50	39	37
Special Services	36	33	50
CDBC	44	52	29
Centre Waitlists			
	2009-2010	2008-2009	2007-2008
IDP	30	0	2
PT	17	16	5
OT	30	24	12
SLP	53	55	79
FS	3	2	2
SCD	3	2	15
Special Services	13	18	20
CDBC	1	14	5
Early Learning Program Total Unique Students Served			
	2009-2010	2008-2009	2007-2008
	216	215	218



\*for ELP waitlist, please see page 13 under 'ELP Service Numbers.'



## CDC Satisfaction Survey Highlights

The CDC conducted two service specific surveys, one which was given to families of children on our active caseload and the other was distributed to families of children who were waitlisted for one of more of our services. The waitlist families surveyed had received an initial intake to establish their eligibility and needs but had not been offered active services as of the time of the survey. Families with children on our active caseloads were provided with our Process of Care Questionnaire (MPOC).

### Waitlist Survey Highlights:

The majority of families who completed the Waitlist Survey were waiting for Early Intervention Services such as Infant Development, Speech therapy, Occupational therapy and/or Physiotherapy.

Overall satisfaction with services and information provided while waiting for active services increased; 63% of families surveyed rated us as Excellent over only a 40% Excellent rating as reported last year.

We also saw an increase in reporting that we provided the families with regular updates as they were waiting; 63% reported they received regular updates over only 55% last year.

### Process of Care Questionnaire Highlights:

The Process of Care Questionnaire is broken down into three main areas: Enabling and Partnership, Coordinated and Comprehensive Care, Respectful and Supportive Care. We scored slightly lower in each of these services areas from last reporting year.

Enabling and Partnership: 61% gave us a high rating over 75% from last year.

Coordinated and Comprehensive Care: 68% high rating over 83% from last year.

Respectful and Supportive Care: 61% high rating over 80% from last year.

The types of questions that saw the greatest reporting difference from this year compared to last year was in the area of consistency of services and information from one program to the next as well as in the areas of written, shared information regarding the child's progress.

### ELP Parent Survey Results

The ELP program surveys their parents in order to obtain feedback regarding three key service areas; Communication, Relationship and Program Implementation.

A total of 35 completed surveys were turned in to us for a response rate of approximately 25%.

Families reported the same level of satisfaction, 88%, in the area of Communication.

Slight improvements were reported in the area of Relationships with a 90% satisfaction rating over 87% from last year.

We saw a slight decrease in satisfaction with our Program Implementation as 79% of parents gave us a high rating over 81% from last year.

### Community Stakeholder Survey Results

Total Surveys Returned 5

Of the 5 surveys returned, 4 reported that they are not involved in referring clients to our services.

A Low level of awareness was reported regarding the following services: Family Services, Special Services, Supported Child Development and CDBC.

In regards to the quality of our programs, professionalism of staff and information provided, our stakeholders reported a 100% satisfaction.

In conclusion, collaborative teamwork is an essential part of CDC services and we continually work to improve communication and participation with our community partners.





## CDC Funding

The Child Development Centre is dependant upon continuous contracts from the Province of BC for the majority of its program funding. The remaining monies required for our centre is fundraised through various community events and grant applications. Most of our programs are offered to families free of charge with the exception of our Early Learning Program which is fully self-supported and the Respite/Skills program requires that parents pay a small fee for extra activities and transportation. Fundraising events include our annual CDC Talent Show and CDC Charity Golf Tournament. Respectfully, these events in addition to general donations raised a further \$262, 304 for our centre this fiscal year. As we are currently in a building/renovation project, all fundraised and solicited funds are being directed towards our Project Build-A-Fort building/expansion project. The community has been incredibly supportive of this project with many individuals and businesses donating towards the successful completion of the building project.

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