

Rising to the Challenges

2019/2020
Annual Report





About ErinoakKids

ErinoakKids Centre for Treatment and Development is currently Ontario's largest children's treatment centre, serving more than 15,500 children and youth annually who have physical and developmental disabilities, autism, communication disorders, and vision or hearing loss. We offer therapy, medical and support services for children and youth in Halton, Peel, Dufferin County and beyond. Our mission is to help each child discover and reach optimal levels of independence, learning, health and well-being.

Rising to the Challenges

A message from President and CEO Bridget Fewtrell and Board Chair Patrick Bartlett



During the 2019/2020 fiscal year ErinoakKids was tested in many ways. We rose to the challenges, however, and emerged from them stronger and more resilient than ever, thanks to the stewardship of our Board of Directors, the President & CEO, the Leadership Team and committed members of staff from all corners of the organization. This nimble adaptability stood us in good stead as the year ended on the challenging note it began—in this instance, with the sudden closure of all of our sites due to spread of the COVID-19 virus, ushering in a transformational pivot to the provision of virtual care by all our clinicians.

In addition to responding to this unprecedented set of circumstances, 2019/2020 brought the

unanticipated challenge of a defunded environment for autism services, leading to in-year development and provision of market based services. This marked a first in the history of our organization and of our sector. We further met the challenge of a dearth of respite care for medically fragile young adults by building on the success of a first year pilot and securing Local Health Integration Network (LHIN) funding for this critical service for a second year term. We also met the challenge of rapidly aging technology with an extensive information technology upgrade, implemented a portal that ensures secure communications between client families and their clinicians, and allows clients access to their health records remotely, in real time. And these represent just a few of the challenges that were seized upon as opportunities by ErinoakKids during the fiscal year just ended.

Beyond ourselves—most importantly—the more than 15,500 clients and families we serve across Peel, Halton, Dufferin and beyond have their own stories of challenges faced and overcome this past year. We are delighted to share with you two of their stories, which are representative of the courage and tenacity of so many others, in this Annual Report.

It is truly a privilege to walk alongside all of our young clients in their journeys, and look forward to continuing to do so in the year ahead.



Life with Autism: A mother shares her journey from diagnosis to treatment to planning for a brighter future

You never forget the date your child is diagnosed with a lifelong condition. My daughter Heera was diagnosed with autism spectrum disorder (ASD) on November 22, 2017. A few months before her second birthday, we noticed she wasn't reaching several milestones expected at her age.

My family visited our pediatrician to discuss the signs we noticed: difficulty hearing, frequently distracted, and lack of eye contact and name recognition. After several assessments with our pediatrician, we were referred to ErinoakKids.

We were at a loss with what next steps to take to help Heera live her best life. This all changed when we met with the staff at ErinoakKids.

ErinoakKids provided Heera with speech therapy sessions where she developed eye contact, learned language through scripting, improved her communication skills, and became more socially interactive with other children. She is enrolled in the Applied Behaviour Analysis classroom where she is able to learn group readiness skills and build on the skills she previously learned. Personalized visits from our clinician and supportive conversations with the staff have



given us the critical and developmental skills we need to support Heera in our everyday routines.

Throughout our journey, ErinoakKids has felt like our extended family, there with us every step of the way. Heera's communication skills have excelled due to her early diagnosis, her enrollment at the Centre and getting her the right support. Because of ErinoakKids, Heera's future is so much brighter.



Autism Services – A New Way of Delivering Services

Announcements in early 2019 from the Ministry of Children, Community and Social Services regarding changes to the Ontario Autism Program necessitated a redesign of ErinoakKids autism program, its staffing structure and the organization as a whole over the course of the year. There was a significant impact to the organization as it was announced that government funding to ErinoakKids and other autism service providers across the province was to be phased out and families were to be provided with funding directly to purchase related services in the market.

In response, ErinoakKids established a hybrid delivery approach to offer both public and private services to their long time clients and families. A comprehensive menu of service offerings was made available for purchase, with the goal of providing therapeutic supports delivered by our highly qualified professional staff that would help families maximize the funding made available to them directly by government, on a cost recovery as opposed to for-profit basis. An innovative service delivery model, optimizing the benefits of group intervention, was cornerstone to these efforts.

Improving School Based Rehabilitation Services

Last year, ErinoakKids assumed management of contracts with third party service providers to provide School Based Rehabilitation Services (SBRS) in publicly funded schools. Collaborative work was completed to align service delivery boundaries across our catchment area. The next step in providing a continuum of care from birth to school exit – including better coordination of physiotherapy, occupational therapy and speech therapy services for school-aged children and youth across Halton, Peel, and Dufferin schools – is to deliver SBRS through clinicians employed directly by ErinoakKids. Full implementation of this improved model of service will begin in September of 2020, with the commencement of the school year.



Smilezone and the Raptors 905 Celebrate New Mississauga Smilezone

The Smilezone Foundation hosted a grand opening of the new smilezones installed at our Mississauga site on November 7, 2019. Members of the Raptors 905 basketball team, including several players, coaches and their mascot, Stripes, participated as the team sponsored these smilezones. Some of our clients and their families attended to help us thank Smilezone and Raptors 905 for gifting us with these wonderful murals, kid-friendly decorations, and Raptors 905 branded items.

IT Team Upgrades Medical Records Software System, Launches Client Portal



ErinoakKids' IT team led a full systems upgrade from the existing MEDITECH medical records management

system to MEDITECH Expanse, a platform that provides improved functionality and is easier to use. Over 500,000 client records, waitlists, reports and appointments required transfer into our new system. The system upgrade supported the launch of a new secure online client portal, ErinoakKids Connect, in November. ErinoakKids Connect provides clients and their families with remote, online access to their ErinoakKids health care information, health records, appointments and notes from clinical visits, 24 hours a day, seven days a week.

Online Speech and Language Assessments

ErinoakKids launched an online speech and language assessment tool in July that allows families of pre-school aged children to better understand their child's speech and language development. During the first year of use of this tool, parents completed over 3,000 "Communication Checkups" online and received immediate results as to their child's development. As a result, almost 2,600 parents received a recommendation to contact ErinoakKids to schedule a speech-language assessment for their child.

Second Year of LHIN Funding for Delivery of Respite Services to MFTD Young Adults

Young adults ages 18 and over, who are considered medically fragile and technologically dependent, were able to access overnight respite camp for a number of weeks during the period from November 2019 to March 2020. Respite care for this age group is critically needed by both the young adults and their families, but is not readily available. ErinoakKids first offered this program in 2018/2019 as part of a pilot funded by the Mississauga-Halton Local Health Integration Network. The pilot was highly successful, leading to funding for another nine weeks of service during 2019/2020.

ErinoakKids Assumes Responsibility for Services Previously Delivered by Trillium Health Partners

Trillium Health Partners transferred its Developmental Services in the Mental Health Program and the Paediatric Outpatient Program to ErinoakKids at the end of March. Preparations for this transition took several months, culminating in ErinoakKids welcoming 200 new Speech and Language Program and/or Occupational Therapy clients, as well as supporting a volume of diagnostic assessments for Autism Spectrum Disorder.

A Quick Pivot to Virtual Services

On Friday, March 13, emergency measures enacted by the province because of COVID-19 required that we temporarily close our sites to in person visits, with the exception of the most urgent of appointments. The following Monday our staff continued support for families, telephoning them to provide counsel and assistance during this most challenging of times. Within weeks, all of ErinoakKids' clinicians were provisioned and remotely connected to provide treatment and therapy to our clients virtually. This quick pivot to online care was met with great appreciation by our client families, and required the mobilization of all areas of the organization in a collective, momentous effort.



Mentorship Training Program: Preparing to help others

Since Celestina’s first appointment at ErinoakKids at age two, her parents’ primary focus was on ensuring that her medical and therapeutic needs were met. But at 18 years old, Celestina was about to ‘age out’ of ErinoakKids programs. Celestina’s mother was concerned about Celestina’s future and the loss of her support system.

However, shortly after speaking with program facilitators and asking about her son volunteering for the Mentorship Training program, an 11-week program providing youth the opportunity to develop leadership skills and mentor other children and youth who are receiving services from ErinoakKids, Celestina’s mother learned that although her son was too young to volunteer, Celestina could participate, and the program would be adapted to meet her daughter’s needs. The program team were in agreement that the program would assist Celestina in continuing to develop and provide a way to maintain her friendships and connection with ErinoakKids.

The mentorship training program started at ErinoakKids Brampton site in January, with a volunteer on hand to assist Celestina with her personal communication system, a device that allows her to communicate easily and independently. She was able to actively participate in the group, expressing her opinions and developing friendships with the other members of the group. “I was really impressed and proud of Celestina, that she was able to participate in the program and contribute to the group discussions”, Celestina’s mom explained.

But then the COVID-19 pandemic forced the mentorship program to switch to a virtual platform where there was no longer a volunteer to assist Celestina. ErinoakKids’ clinicians consulted a colleague from the Assisted Device Resource Services team, since the device was relatively new and they wanted to adapt curriculum to be compatible with the symbols and screens she was already using on her device.

These new adaptations were a success and allowed Celestina to participate in the virtual group independently. The team worked closely with Celestina’s mother prior to each session, so that Celestina was prepared and familiar with the content to be covered in that week’s session. The advance work paid off, and Celestina was able to fully engage in the virtual sessions. Her mother reported “there was something magical about the program and Celestina was eager to participate each week.”

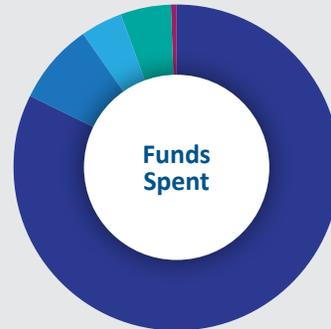
Since graduating from the program, Celestina is actively participating and contributing to monthly mentorship meetings, sharing her thoughts and participating in a meaningful way.



Financials Fiscal 2019/2020



- 87.4% Ministry of Children, Community and Social Services (MCCSS)
- 9.5% Other Revenue
- 2.5% Regional Municipality of Peel
- 0.6% Donations and Fundraising



- 83.0% Programs and Services
- 6.6% Administration
- 4.5% Buildings and Grounds
- 5.5% Other
- 0.4% Fundraising

ErinoakKids by the Numbers

Clients by region

Peel	9,541
Halton	5,453
Dufferin	189
Other	333

Clients by age

0 to 2	8,015
3 to 5	4,657
6 to 13	2,185
14 to 18	583
19+	76

Clients by service

ADRS	933
Autism	1,443
Blind/Low Vision Services	84
Hearing & Audiology Services	924
Infant Hearing Screenings*	4,287
Medical Specialty Services	1,097
Occupational Therapy	2,490
Out-of-Home Respite Support	151
Physiotherapy	2,325
Recreation Therapy	622
Speech Services	7,120

207,311
Appointments booked

15,516
Clients

94,180
Visits

643
Staff

340
Volunteers

23,397
*Infant hearing screenings through partnerships

O2G Secured Capital Inc. & Falco Group



O2G Secured Capital Inc. & Falco Group organized *The Walk For ErinoakKids* in May 2019, which brought together local Brampton community members with 600 participants, 13 sponsors and 200 volunteers raising an incredible \$28,000 in its first year!

ErinoakKids would not be able to provide essential programming without the support of its generous donors. A special thanks to Falco Group and your generous sponsors, participants and donors for your generous contribution in support of ErinoakKids.

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Celebrating our Supporters

Thank you to all of our very generous donors who have contributed to ErinoakKids from 2019/2020.*

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In Memory of Jane Farrell

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Building a brighter future for kids with disabilities and special needs means dreaming big. Our community and our donors are critical in our efforts to deliver excellent family-centre care through ongoing philanthropic investment of key priority needs. Thank you for your continued generous support and friendship.**

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\$50,000+

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*This list represents donors who have generously given from April 1, 2019/March 31, 2020

**This list represents our donor's cumulative giving to ErinoakKids