



Together we are better

ERINOAKKIDS
Centre for Treatment and Development

2016-17 ANNUAL REPORT



ABOUT ERINOAKKIDS

ErinoakKids is Ontario's largest children's treatment centre, serving more than 16,000 children and youth with disabilities and special needs each year in Halton, Peel and Dufferin County. We provide therapy, medical and support services for children with a range of physical or developmental disabilities, autism, and hearing or vision loss. Our mission is to help each child we serve achieve optimal levels of independence, learning, health and well-being so that they can reach their true potential.



HELPING CHILDREN REACH THEIR FULL POTENTIAL TOGETHER

IT TAKES A COMMUNITY TO RESPOND TO THE NEEDS OF CHILDREN AND FAMILIES WITH DISABILITIES AND SPECIAL NEEDS.

At ErinoakKids, we partner closely with families to help identify goals and establish the right treatment plan for children so that they can reach their true potential. Our team of clinicians from social workers and occupational therapists to autism, speech language, physical therapists and more, work together to address each child's full spectrum of needs in ways that best support families and fit into their daily lives.

Our 2016/2017 annual report showcases how this unique family-centred approach to care and seamless

delivery of services is helping kids with disabilities in our communities shine.

Through new service offerings, innovative programming, continued collaboration, research partnerships, and three new purpose-built facilities taking shape, we are poised to lead the charge in providing more integrated services and supports – because, **together we are better.**

Bridget Fewtrell
President & CEO

James Sutherland
Chair, Board of Directors



BY THE NUMBERS 2016/2017:

102,117

Total client visits to ErinoakKids



Clients served by region

Peel	9,900
Halton	5,047
Dufferin	176
Other	1,042
Total	16,165



Clients served by age

0-2	8,040
3-5	4,948
6-13	2,499
14-18	601
19+	77
Total	16,165

430

Number of volunteers

750

Number of staff

187,451

Total number of appointments booked

16,165 unique clients served¹

¹Numbers do not reflect services provided to clients and families by subcontracted partners.

NUMBER OF CLIENTS SERVED IN 2016/17



4,577

Infant Hearing Screenings²



2,984

Occupational Therapy



885

Assistive Devices
Resource Services



1,391

Autism Services



2,356

Physiotherapy



755

Specialty Clinics



1,228

Medical Services



7,252

Speech Services



89

Blind/Low Vision Services



596

Hearing and
Audiology Services



609

Recreation Therapy



145

Out-of-Home Respite
Support

²An additional 24,546 infant hearing screenings were performed in 2016/17 through partnerships with community providers.

WORKING TOGETHER TO IMPROVE CARE

Family-centred services and supports

ErinoakKids recognizes that families are the true experts when it comes to their children's abilities and needs. We provide a family-centred approach to care, working together with families to make informed decisions about the services and supports their children require.

Co-ordinated and seamless service

A lead clinical professional serves as the central contact and point of guidance for families at ErinoakKids, ensuring services are co-ordinated among different disciplines within the organization and with external providers. Service navigators are also available to support families in navigating the system and accessing resources, including additional services and community supports.





Jonathan's STORY

When Jonathan Hotham was three years-old, he could not talk, had frequent meltdowns and would often bang his head against hard surfaces when frustrated. Concerned about his behaviour and already managing a child with special needs, Jonathan's parents, Ken and Vanessa, turned to ErinoakKids.



Applied Behaviour Analysis

Later that year, Jonathan received an official diagnosis of autism and became eligible for Intensive Behaviour Intervention (IBI), an intensive form of therapy for kids with autism. While he waited to receive IBI services, Jonathan began receiving Applied Behaviour Analysis (ABA) support, a type of autism service available at home and school to help him manage his harmful and aggressive behaviour.



Connections for Students

In early 2017, Jonathan returned to his neighbourhood school supported by Connections for Students, a program designed to transition children from IBI to mainstream school. Today, he is fully integrated into a Grade 3 classroom and has developed a love of technology, coding and math.



Getting help

Clinicians first placed Jonathan in the Preschool Speech and Language program in the fall of 2011 to help develop Jonathan's speech. Eight months later, he was flagged as showing signs of autism. ErinoakKids paired Jonathan with an integrated services facilitator to help address his problem behaviour early.



Making gains

Thanks to programming that combined speech language and ABA therapy, Jonathan began to make steady gains. He started using gestures and then words to communicate. He made such good progress, clinicians also suggested occupational therapy, music therapy and social work services. Through these services, Jonathan learned basic toileting skills, activities of daily living and how to better focus on tasks. His parents, Ken and Vanessa, learned how to manage the stress of caring for a child with a disability.



Intensive Behaviour Intervention

At age 7, Jonathan began IBI. His behaviour improved, he began imitating words and phrases, and following directions. He also moved into a school-based IBI classroom, where he learned social, play and leisure skills such as asking to join games and negotiating with friends. He also began participating in ErinoakKids' respite services and day camps.



Grace's STORY

At the age of 2, Grace Turnbull was diagnosed with a rare form of osteogenesis imperfecta, a genetic disorder that causes bones to become very weak and break easily. Each day, Grace would have so many bone fractures, her parents had to carry her on a pillow for fear the slightest movement could cause a significant break.



Seating Clinic

To help Grace move around safely, Monette referred Grace to ErinoakKids' seating clinic. Here, clinicians work with specialized vendors to help find the right seating solutions for kids with disabilities. Clinicians at the seating clinic suggested Grace use a specialized pediatric wheelchair with extra padding to protect her feet, legs and fragile spine, and even fitted her for a special walker and adapted bicycle.



Social Work

For Grace's parents Liz and David, coping with Grace's growing list of needs was challenging. But ErinoakKids' social worker Neelu was there to provide invaluable guidance on accessing financial assistance. She gave Grace's mom the resources and tools to help manage Grace's anger and anxiety, and suggested Grace take part in ErinoakKids' music therapy classes.



Physiotherapy

Soon after her diagnosis, doctors referred Grace to ErinoakKids to begin physiotherapy. That's when Grace met Monette, a physiotherapist at ErinoakKids. She recommended ankle-foot braces for Grace and helped her get back on her feet after every major bone fracture. They worked on improving her balance, stretching to alleviate back pain, and walking and strengthening exercises for her bones.



Occupational Therapy

At home, ErinoakKids' occupational therapists Tanya and Dana and physiotherapist Ameer helped Grace's family modify their home, making it easier for Grace to navigate. They suggested her parents install a lift for the bathtub, a ramp to help Grace get up and down the stairs, and a low kitchen cupboard to help Grace access snacks.



Music Therapy and Fitness Club

Music therapy uses music to help kids with disabilities develop their communication, socialization and movement skills, as well as their emotional health. For Grace, a fiercely introverted child, music therapy has given her a voice. She now has the confidence to go on stage with her classmates and perform in front of a crowd. Her mom Liz says she is coming out of her shell and rising above her pain and fear to show the world her unbreakable spirit.



ADVANCING GROUNDBREAKING RESEARCH

Over the last year, ErinoakKids has partnered with leading research organizations and institutions to participate in groundbreaking research studies aimed at improving outcomes for kids with disabilities. Here is just one example:

First-of-its-kind study investigates transition from hospital to treatment centre for kids with disabilities

After being discharged from hospital, families of young children recently diagnosed with a disability often report a sense of fear and anxiety when transitioning to a children's treatment centre for care. Research shows an inconsistent approach in Ontario that prevents families from seeking the right supports. Now, in collaboration with ErinoakKids, scientists at the Bloorview Research Institute are examining how to standardize the support available for parents of children with disabilities in a first-of-its-kind research study. The study is examining how to close the gap for families of children in Ontario with cerebral palsy, developmental delays and other complex care needs as they move from neonatal follow-up clinics to children's treatment centres. By understanding these gaps, researchers are aiming to improve the quality of life for kids with disabilities.



A YEAR OF MILESTONES

ErinoakKids introduces innovative service model for kids with autism

With the support of the Ministry of Children and Youth Services (MCYS), ErinoakKids introduced a new model of service for children showing early signs of autism. Now children, ages 1-3, receive assessments early, allowing them to access services sooner to help improve their overall development. The organization also launched a diagnostic clinic that brings together professionals from different areas of expertise to assess a child who shows signs of autism to confirm or rule out a diagnosis as early as possible.

New services introduced to better support our clients

To better serve our clients, ErinoakKids expanded and changed the way we offer some services. We opened an orthotics clinic in Brampton so that Brampton families can receive this service closer to home, added respiratory therapy to our neuromuscular clinic, and launched new programs for clients such as a recreational therapy play group for medically-fragile, technology-dependent children.



REALIZING A DREAM

For the first time since our inception 46 years ago, three new ErinoakKids facilities rose from the ground, marking a historical milestone for the organization. The new buildings – one in Brampton, another in Mississauga and a third in Oakville have become a reality after a decade of advocacy to provide better co-ordinated services and supports for children with disabilities. The new sites, set to open in fall 2017, will replace 11 outgrown and outdated facilities, and bring services and supports for families under one roof.



Mississauga site rendering

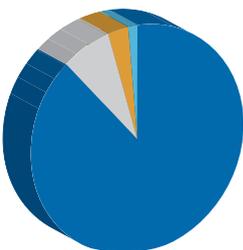
CELEBRATING OUR DONORS

ErinoakKids' *In My Dreams* fundraising campaign, the largest fundraising initiative in the organization's history, has raised more than \$12 million to date for specialized medical and therapy equipment at our new sites. Donors big and small made a huge impact, including The WB Family Foundation and Notre Dame Catholic Secondary School, Burlington. The WB Family Foundation made a transformational gift of \$3 million for critical programming at our new sites, the largest single donation ever made to ErinoakKids. Students at Notre Dame held a dodgeball tournament and raised \$5,100. Thank you to all our donors for supporting the children and youth we serve! For our full list of donors, please visit erinoakkids.ca



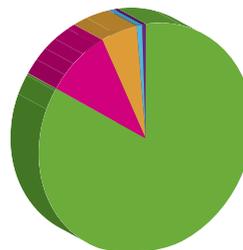
FINANCIALS

Fiscal 2016-2017



Sources of Funding

- Ministry of Children and Youth Services 88.6%
- Regional Municipality of Peel 3.2%
- Donations and fundraising 1.2%
- Other revenue 7.1%



How Funds Were Spent

- Programs and Services 84.2%
- Administration 9.4%
- Building Services 5.2%
- Fundraising 0.7%
- Other 0.5%

Fundraising Snapshot

\$3.75M

Total funds raised

\$0.56M

Fundraising expenses