

WEBSITE CONTENT



Grandview Kids

YEAR IN REVIEW

2018 2019





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Homepage

Building On Excellence

The 2018 year in review outlines our efforts and successes that have been inspired by our Strategic Plan “Building on Excellence”. Throughout the pages, we hope you enjoy the stories and feel our pride in the accomplishments and milestones reached by the children, youth and their families supported by the expert team at Grandview.

Message from the Grandview Children’s Centre CEO

“Our board has led us again through a year of change, and change seems to be the one constant at Grandview Kids.” - *Lorraine Sunstrum-Mann, CEO, Grandview Children’s Centre*

Vision

Every child and youth living life at their full potential

Mission

To provide family-centred paediatric and rehabilitation services for children and youth with physical, communication and developmental needs

Values

Caring and Commitment

Being kind and compassionate. Relentless attention to safety and quality.

Trust and Respect

Believing our clients, families, partners, volunteers and employees have capability and competence; Valuing diversity of background and perspective.

Accountability

Doing what we say we are going to do; Being clear and open in all of our communications; Dedication to well-planned, responsible, ethical decisions on behalf of those we serve.

Whole Child and Family-Centred

Appreciating that family members are the consistency in a child’s life and so are at the centre of the services we provide.

Innovation and Continuous Learning

Fostering a “culture of inquiry” and inspiring each other to advance our capabilities; Being flexible and innovative to accomplish goals.

Excellence

Advancing our clinical capabilities and organizational practices; Leading the way in our field.

Homepage



Clinical Services

Transform the client and family experience across all life stages. How can we improve the Grandview experience for children, youth and families? That is a question we often ask ourselves and last year was no different. Except... we started at the very beginning. We slowed down the intake process, added service navigation to our team and removed the requirement of a physician's referral for occupational therapy and physiotherapy.



Campbell Children's School

Challenge, Celebrate, Strengthen Campbell Children's School, in collaboration with Grandview Children's Centre, nurtures each child's unique abilities through programming to develop skills, self confidence and independence, for a successful transition to the home school.



Collaborative Research

Research continues to bloom at Grandview Children's Centre. Research may seem like a luxury to some, but in the field of child development there is much to learn, and children and families need and expect us to deliver the best possible care. It is essential that Grandview's clinical team participate in well-developed research projects in order to help answer the many questions we have and to ensure that the care delivered at Grandview is evidence-informed.



Medical & Diagnostic Services

Building capacity to expand services. Our Medical Services team continues to provide high-quality medical care to Grandview families. As the population of Durham steadily increases, our three full-time Developmental Paediatricians at Grandview are working to address growing needs.





Therapeutic Recreation

Therapy through play – that’s what Therapeutic Recreation is all about! Therapeutic recreation offers purposeful interventions to enable clients through to achieve quality of life and optimal health through meaningful participation in recreation and leisure. Recreation therapists support clients in having full access to and the freedom to choose recreation and leisure opportunities.

Message from the Grandview Children’s Centre Board Chair

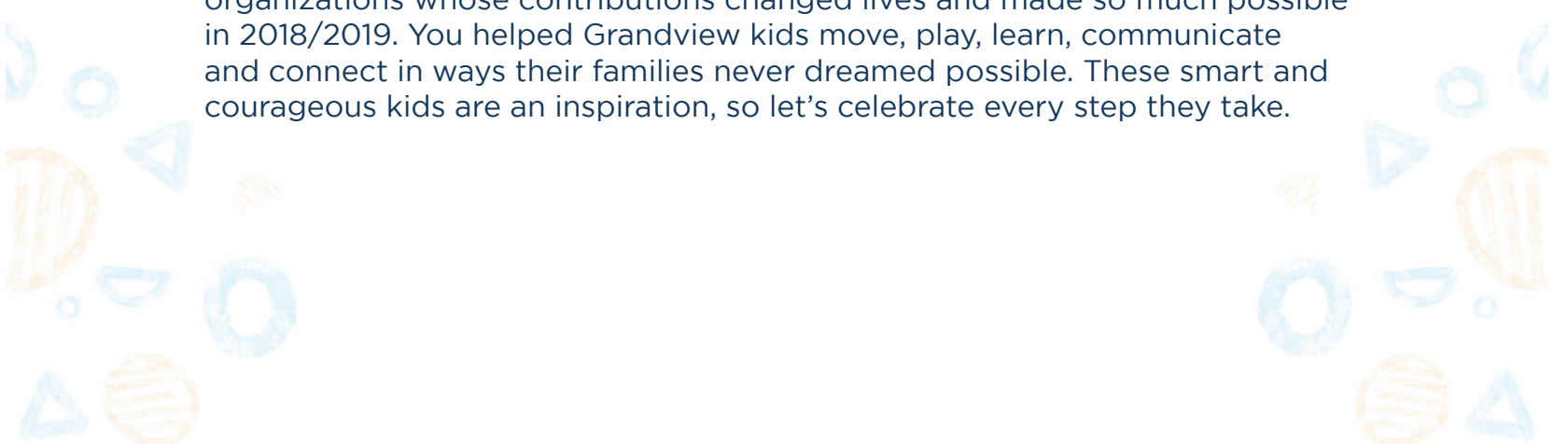
“Working with families and working with the community to make sure we’re providing the best service to the families and youth of Durham.” *-Brad Phillips*
- Chair, Grandview Children’s Centre Board of Directors

Grandview Leadership

The steadfast leadership of the Grandview Board of Trustees allowed us to meet all of the challenges of the past year with confidence and a commitment to live our mission, vision, and values. This tireless group of community leaders serve the children, youth, and families of Durham today and are laying the foundation to be able to do so for decades to come.

Thank You

We gratefully acknowledge all the caring individuals, businesses and organizations whose contributions changed lives and made so much possible in 2018/2019. You helped Grandview kids move, play, learn, communicate and connect in ways their families never dreamed possible. These smart and courageous kids are an inspiration, so let’s celebrate every step they take.



Introduction

Message from Grandview Children's Centre Chair and CEO



Brad Phillips

Chair Grandview Board of Trustees



Lorraine Sunstrum-Mann

CEO Grandview Children's Centre

The 2018 year in review outlines our efforts and successes that have been inspired by our Strategic Plan “Building on Excellence”. Throughout the pages, we hope you enjoy the stories and feel our pride in the accomplishments and milestones reached by the children, youth and their families supported by the expert team at Grandview.

In addition to the accomplishments of the goals set out in our Strategic Plan, the past year brought challenges unanticipated at the start of the 2018/19. We found ourselves responding to some transformative announcements by the Ontario Government. The announcements most impactful to families and to the day to day operations at Grandview pertained to The Ontario Autism Program (OAP) and the School-Based Rehabilitation Program – formerly the School Health Program.

Ontario is transitioning the way in which autism services are delivered with the move to a Fee for Service model. Families will receive an OAP childhood budget allocation from the Government and can then purchase services directly from the provider of their choice. Grandview feels a responsibility to offer these services to families in our Durham community within our not-for-profit framework. We spent a great deal of 2018/19 planning to deliver autism services in a valuable, accessible and accountable way. Over the past 66 years our social mandate, family-centered values and not for profit operating framework have set the foundations on which the decisions about operating a Fee for Service aspect of Grandview are being made.

2018/19 also saw Grandview transition to oversee contracts for School-Based Rehabilitation Services. These services offered within schools across Durham were previously the responsibility of the former Community Care Access Centres (CCAC) and then the Local Health Integration Networks (LHINs). This new service adds a layer of complexity to our day to day operations and reduces complexity for families managing multiple providers and goals. We are striving to meet this new responsibility with the expected level of excellence we have come to be known for.

Introduction

Message from Grandview Children's Centre Chair and CEO

The program transferred roughly 8000 additional children and youth to Grandview's oversight in January of 2019. 2000 kids were in active service and 6000 were waiting. Grandview's total demand for services with the School-Based Rehabilitation Services included is now close to 19,000 children and youth.

We continue to advance the work required to build our new facility. 2018 saw phase I of our Capital Project completed. Phase II approvals have been confirmed and we are working with Governments at all levels to get building as soon as possible. Our very generous community has worked with the Grandview Children's Foundation to raise over 15 million of the 20 million dollar local community contribution needed to build. We are so grateful to live and work in a community that values Grandview kids and the work we do to help families across Durham.

The steadfast leadership of the Grandview Board of Trustees allowed us to meet all of the challenges of the past year with confidence and a commitment to live our mission, vision and values. This tireless group of community leaders serve the children, youth, and families of Durham today and are laying the foundation to be able to do so for decades to come.

Thank you for your interest in and support of Grandview. Enjoy the stories.



Section 1 - Clinical Service



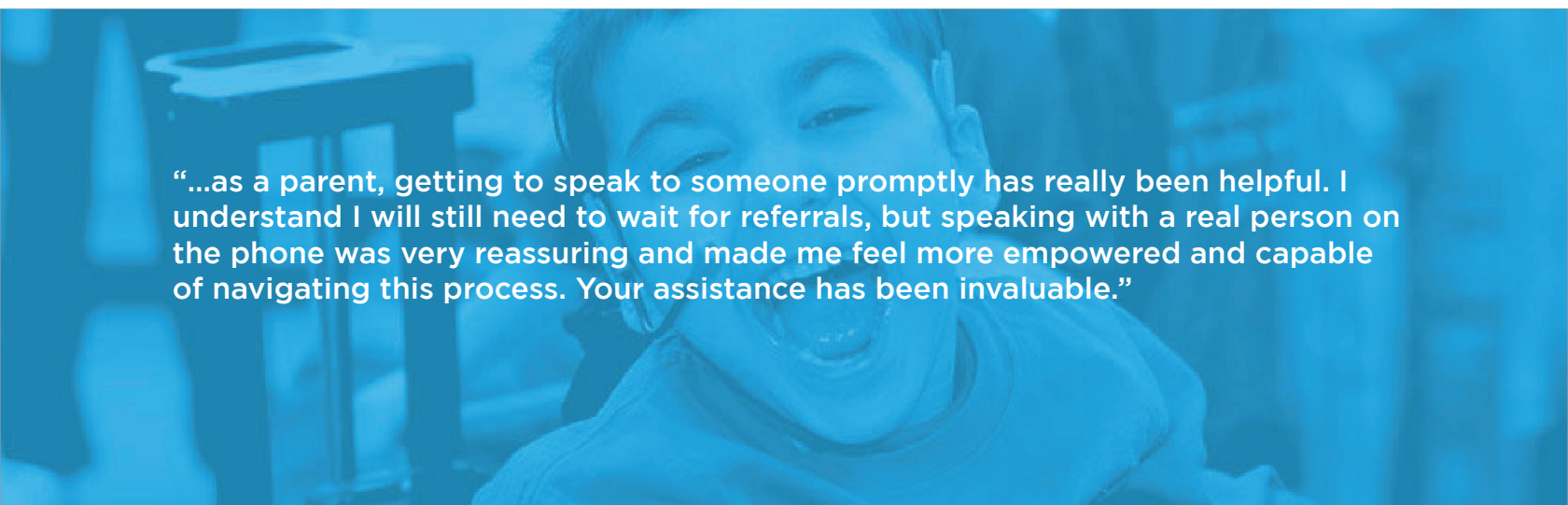
It was another year full of opportunities for the clinical service team!

How can we improve the Grandview experience for children, youth and families? That is a question we often ask ourselves and last year was no different. Except... we started at the very beginning. We slowed down the intake process, added service navigation to our team and removed the requirement of a physician's referral for occupational therapy and physiotherapy. A medical referral is still required for medical services.

Now, when we receive a referral, the family can expect:

- A telephone call from a team assistant within 48 hours to acknowledge receipt of the referral, confirmation and/or gathering of general information, and scheduling of an appointment with a service navigator.
- A scheduled Discovery Interview with a service navigator will be booked within 6 weeks, where the strengths and needs of the client and family are explored, Grandview services are offered when an eligibility criterion is met. All families are supported by connections to appropriate community agencies and resources.

The feedback from families has been very positive!



“...as a parent, getting to speak to someone promptly has really been helpful. I understand I will still need to wait for referrals, but speaking with a real person on the phone was very reassuring and made me feel more empowered and capable of navigating this process. Your assistance has been invaluable.”

Section 1 - Clinical Service

Early identification and early intervention are critical to a child's development. Families report that some information closer to the time that a concern is identified would be helpful. In response to this need, Grandview launched or expanded parent sessions to provide some general strategies for children with specific needs. "Let's get started!" Series for children referred for speech and language services by their 2nd birthday, over 20 workshop and groups topics with names like Tricky Transitions, Beyond the Walls and Communicate Learn and Play for families with children with a diagnosis of Autism Spectrum Disorder, are just a few offerings. Over 1000 individuals registered for these services with more than third attending more than one workshop.

Champion a connected system

Grandview and our clients and families are part of a broader system. We are pleased to work with families and community partners to co-create a system that works for families.

We had another very successful year co-hosting the Annual Spring into Literacy Conference. Grandview hosted the 7th Annual Spring into Literacy Conference in partnership with EarlyON Child and Family Centres, Durham District and Durham Catholic District School Boards, and Carea Community Health. There were over 150 participants, vendors and volunteers in attendance. That is a lot of community capacity supporting literacy development in children from birth to 6 years of age!

Grandview continued to collaborate with local school boards and community agencies to facilitate school success for children with special needs. Activities included working with the Speech and Language Transition Committee, "Building Blocks for School Success" program, School's Cool program, and working closely with the Holland Bloorview Kids Rehabilitation Hospital Communication and Writing Aids team.

The other big project this year was the transfer of the School Based Rehabilitation services from the Central East Local Health Integration Network to Grandview. Grandview is managing previously established contracts with four service provider organizations (SPOs) to provide speech-language pathology, occupational therapy and physiotherapy services through the School Based Rehabilitation program. From January to March 2019, the SPOs completed almost 8,000 visits with children in Durham Region and Scarborough!

Section 1 - Clinical Service

Build Capacity

Grandview supports staff and partners to continue to develop competencies needed for specialized services. We were excited to host a number education sessions attended by staff, families and community partners. These sessions included, but were not limited to:

- Picture Exchange Communication System-Level 1;
- Motor Speech 201;
- the Hanen Centre's 4 I's to Socialize; and
- Promoting the Emergence of Advanced Knowledge -Level 1.

Grandview also had the honour of presenting posters and workshops at the Empowered Kids Ontario 2018 Conference: Movement and Mindfulness Group, Sensory Program Service Pathway, Preschool Consultation using Supportive Personnel, and Starting the Journey – Universal Services.

As we head into another year, we are already looking for more ways to improve the Grandview experience for children, youth and families we serve.

Clinical Service Statistics

| Number of children who | 2018/19 | 2017/18 | 2016/17 | 2015/16 |
|--|---------|---------|---------|---------|
| Were referred during the year | 3,106 | 3,430 | 3,311 | 3,146 |
| Received services during the year | 5,429 | 6,116 | 5,108 | 5,668 |
| Are on assessment wait lists (excl. medical services, specialty clinics and Durham ABA Based Services) | 1,811 | 1,405 | 1,295 | 1,063 |
| Are waiting for assessment or service initiation in any program | 3,943 | 3,297 | 2,771 | 2,611 |
| Are on caseload | 5,855 | 5,942 | 5,229 | 5,036 |
| Other Key Statistics | 2018/19 | 2017/18 | 2016/17 | 2015/16 |
| Total Visits | 67,665 | 65,000 | 62,694 | 61,042 |
| Total Client Care Time (Hours) | 101,161 | 98,960 | 100,289 | 97,775 |

Section 2 - Campbells Children's School



Challenge, Celebrate, Strengthen

Campbell Children's School, in collaboration with Grandview Children's Centre, nurtures each child's unique abilities through programming to develop skills, self-confidence and independence, for a successful transition to the home school.

Campbell Children's School is the proud education partner of Grandview Children's Centre. We strive to meet the ever-changing needs of the children in Durham Region who are accessing services at Grandview. While at Campbell's, students will access Speech and Language Pathology, Occupational Therapy and Physiotherapy within the school day. As part of the academic program, students participate in daily STEAM (Science, Technology, Engineering, Arts, and Math) by providing them with access to different technology mediums. Alongside the academic program, students also participate in outdoor education, yoga, and swimming.

In addition, Campbell Children's School will continue to work with our coterminous boards to ensure that children can transition into their homeschools, at the earliest point of success and accomplishment of therapy goals. Once a student has been nominated for transition, which can happen at any point throughout the school year, the transition process begins. If a student transitions early from Campbell Children's School, most often a student is taken off the wait-list and school placement is offered to that family.

Statistics

| School Year | Referred | Accepted | Post Surgery | Early Transition to Home School |
|-------------|----------|----------|--------------|---------------------------------|
| 19/20 | 92 | 50 | 1 | |
| 18/19 | 90 | 43 | 1 | |
| 17/18 | 78 | 38 | 1 | 3 |
| 16/17 | 85 | 38 | | 4 |
| 15/16 | 74 | 34 | 1 | |

Section 3 - Collaborative Research



Research continues to bloom at Grandview Children's Centre

Research may seem like a luxury to some, but in the field of child development there is much to learn, and children and families need and expect us to deliver the best possible care. It is essential that Grandview's clinical team participate in well-developed research projects in order to help answer the many questions we have and to ensure that the care delivered at Grandview is evidence-informed.

Our research assistant is funded by the Ontario Brain Institute, via the CP-Net study, and has created an environment where research is now a part of everyday at Grandview. Our exciting projects for this year have included a first collaboration with the Ontario College of Art and Design (OCAD). Our CP-Net group has another paper drafted for publication and we are excited about a CP and pain project spearheaded by Heather Shearer and Darcy Fehlings.

To ensure that all members of the team at Grandview are exposed to research and learning opportunities, we have also launched a monthly journal club. This journal club is inter-disciplinary, with articles relevant to new and emerging ideas are discussed. All staff are welcome to participate, and the dialogue has been very open and engaging.

We are so grateful to the many children and parents who participate in our research opportunities. Grandview's research committee continues to commit to excel and allow only the most rigorous and valuable research to be offered to our families.

Together we are all making a difference.



Section 4 - Medical & Diagnostic Services



Building capacity to expand services

Our Medical Services team continues to provide high-quality medical care to Grandview families. As the population of Durham steadily increases, our three full-time Developmental Paediatricians at Grandview are working to address growing needs.

We were proud to be involved with the Ontario Diagnostic Hubs for Autism and have completed the expected Hub assessments over the last 2 years. We were pleased to be invited as a Hub partner for a 3rd year. This brings additional diagnostic access to families close to home.

We have also expanded community capacity pertaining to Autism assessment and diagnosis with our Pediatric Associates, Drs. Buors and Campbell. We look forward to providing training for Dr. Sonali Mohile in the upcoming year.

Grandview was pleased to host its first ever education day for Community and Developmental Pediatricians in Durham Region and nearby areas; it was a huge success attended by nearly every pediatrician in our region.

We are thrilled to be in a very select group of Children's Treatment Centres that can boast having on staff two Developmental Pediatricians who have passed the elite Developmental Pediatrics examination by the Royal College of Physicians and Surgeons of Canada. There are only 10 physicians in Ontario that have passed this examination and we have two here at Grandview Kids! Congratulations to Dr. Shannon Knights and Dr. Abby Siapno for achieving this SIGNIFICANT accomplishment.

Dr. Hunt remains busy with many leadership opportunities including planning the important Child Development update at the University of Toronto upcoming in November 2019. Dr. Hunt has also been asked to be a member of the Complex Care Ontario Health Team planning submission; a significant milestone in our journey to host a complex care clinic at Grandview to support care for medically fragile children close to home.

Section 5 - Therapeutic Recreation



5

Therapy through play – that’s what Therapeutic Recreation is all about!

Therapeutic recreation offers purposeful interventions to enable clients to achieve quality of life and optimal health through meaningful participation in recreation and leisure. Recreation therapists support clients in having full access to and the freedom to choose recreation and leisure opportunities.

- Over 10,000 hours of group and individual interventions were offered in 2018/2019 with 657 clients participating. Programs included taekwondo, let’s get active, active start, swim lessons, camps, lego and a variety of play-based group interventions.
- An Introduction to Parasport program was offered in partnership with the Abilities Centre thanks to a grant from Canadian Tire Jumpstart. Grandview entered a sitting volleyball team in the Ontario Parasport Games.
- Let’s Get Active program for children 8-18 yrs. with developmental disabilities including autism was offered in partnership with the City of Oshawa and Town of Ajax thanks to a grant from the Government of Ontario Sport and Recreation Communities Fund;
- A Boccia Bratz program was offered in partnership with Cerebral Palsy Sport Ontario;
- Therapeutic Recreation partnered with UOIT, the Town of Ajax, City of Oshawa, Ontario Parasailing and the Abilities Centre to offer community based programs.



The Financials



Revenue

| Revenue | 2018/19 |
|---------------------------------------|-------------------|
| Ministry of Children & Youth Services | 13,132,645 |
| Regional Municipality of Durham | 609,830 |
| Other Revenue | 1,538,777 |
| Total Revenue | 15,341,255 |

Expenses

| | |
|--|-------------------|
| Salaries & Wages | |
| Client Services | 8,216,041 |
| Administrative Services | 1,367,015 |
| Total Salaries & Expenses | 9,583,056 |
| Employee Benefits | 2,225,080 |
| Supplies & Operating Expenses | |
| Client Services | 2,554,009 |
| Administrative Services | 499,396 |
| Building Supplies | 760,014 |
| Total Supplies & Expenses | 3,813,419 |
| Total Expenses | 15,341,255 |



Grandview Children's Foundation



As we celebrate last year's successes, we ask you to believe in the future — a very exciting future for Grandview Kids. In September last year, we officially launched Believe, our \$20 million fundraising campaign in support of the new Grandview Children's Centre headquarters.

Our campaign is not just about building a new facility. It's about building capacity. In addition to increasing our physical capacity to serve more children, we will be increasing our program capacity.

The funds we raise together during the Believe campaign will create more treatment spaces, reduce wait times for more families, and empower thousands of children to achieve their full potential and make their dreams come true.

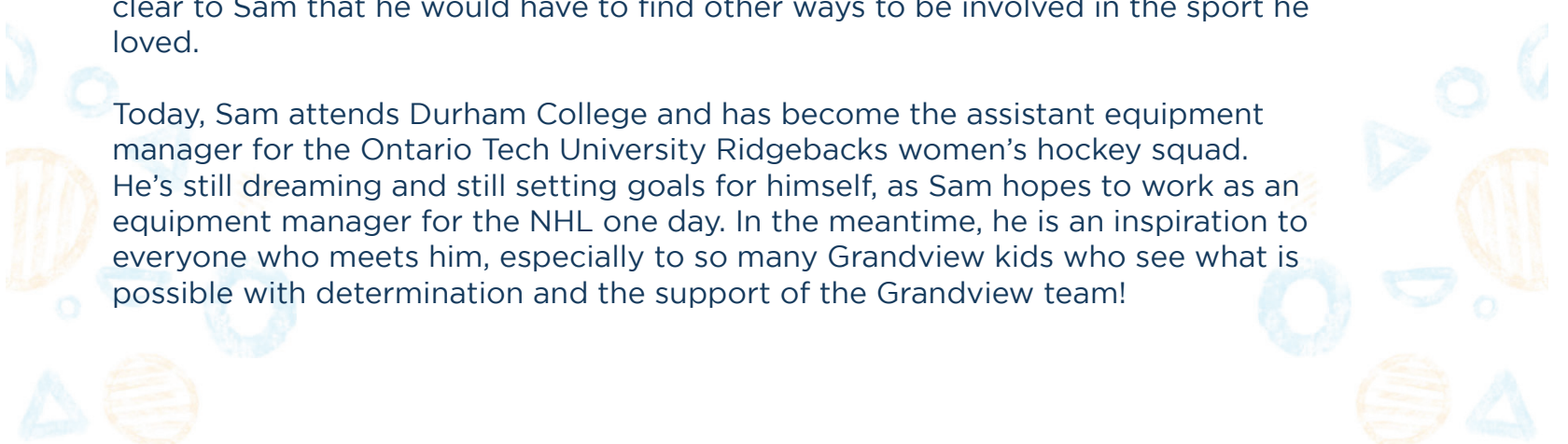
To our caring community, we say thank you for believing in us and in Grandview's courageous kids. With your support, we have raised just over \$15 million to date toward our campaign goal.

As you read and listen to this inspiring story of Sam, please know that none of this would be possible without you. You helped so many deserving children discover their drive and determination, so we thank you for your amazing generosity and heart, and for believing in Grandview Kids – every step of the way.

When Sam Keane turned 20, he “aged out” of Grandview's programming. Now, as he transitions into adulthood, Sam will tell you that Grandview's impact on his life has been foundational.

Diagnosed with spastic triplegic cerebral palsy at the age of five, Sam has never let his diagnosis define his dreams. Sam has been passionate about hockey from an early age and he dreamed of becoming a future hockey star. However, it became clear to Sam that he would have to find other ways to be involved in the sport he loved.

Today, Sam attends Durham College and has become the assistant equipment manager for the Ontario Tech University Ridgebacks women's hockey squad. He's still dreaming and still setting goals for himself, as Sam hopes to work as an equipment manager for the NHL one day. In the meantime, he is an inspiration to everyone who meets him, especially to so many Grandview kids who see what is possible with determination and the support of the Grandview team!





Grandview Children's Foundation

Grandview isn't just a children's treatment centre. It's a welcoming and inclusive space where we believe in our Grandview Kids. We always have. And thanks to our kind and generous supporters – we always will.

| | |
|----------------------|------------------------|
| Individuals | \$6,295,000.00 |
| Corporations | \$1,140,000.00 |
| Service Clubs | \$330,000.00 |
| Local Municipalities | \$3,540,000.00 |
| Foundations | \$1,000,000.00 |
| Other | \$2,700,000.00 |
| Total | \$15,005,000.00 |

How You Can Support Grandview Kids

- ☐ Donate Monthly
- ☐ Donate Investments
- ☐ Plan a Fundraiser
- ☐ Attend a Grandview Event
- ☐ Become a Corporate Partner/Sponsor

Help Today. Empower for Tomorrow.
www.grandviewkidsfoundation.ca



Our Team



Our Staff and Volunteers

Thank you to our incredible staff and volunteers. They truly are the heartbeat of this organization and play a vital role in ensuring that day-by-day, week-by-week, year-by-year, Grandview Children's Centre remains a recognized leader in the treatment and care of our clients.

Volunteers from all walks of life help with therapy groups, at our welcome centre, with fundraising efforts, and providing guidance as members of our Board. Over 180 volunteers provided 7583 hours of service to Grandview. We thank you!

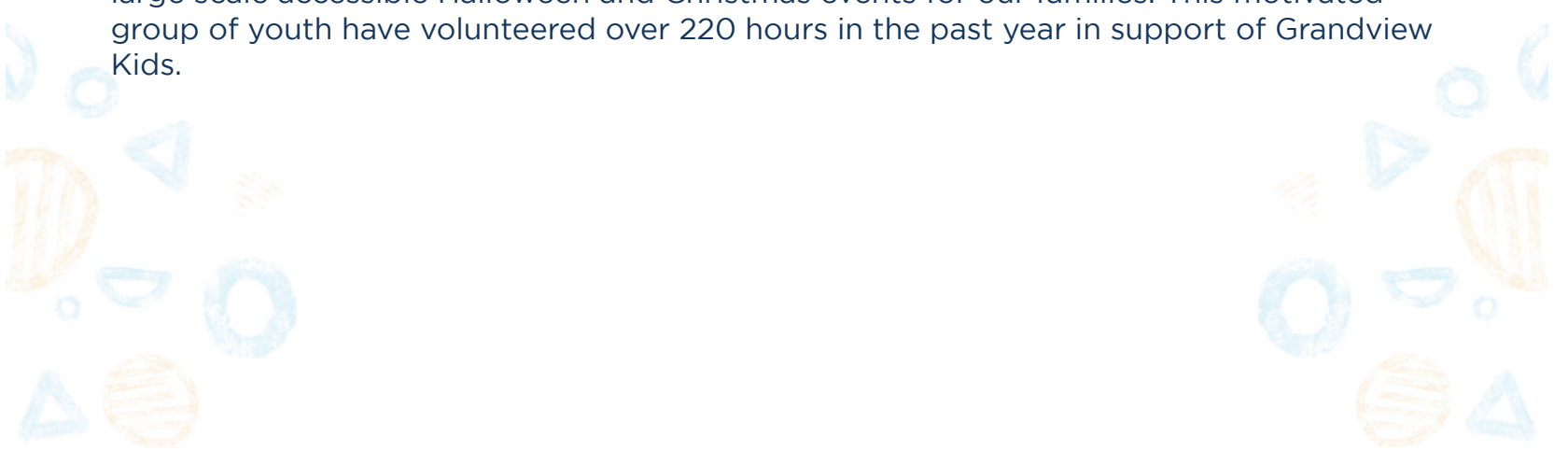
Our families are why we give our best every day.

Grandview's Family Advisory Committee (FAC) has grown to 18 members and extended their reach to each Grandview site and every program we offer.

The FAC acts as a resource to the Centre Board of Trustees and the Chief Executive Officer, enabling families to have a voice regarding strategic decisions. The FAC boasts committees focused on Programs and Policy, Family Events, Education and Networking and the New Grandview Build.

In 2018/19, the FAC offered several opportunities for families of Grandview Kids to network, including multiple Paperwork Parties and Binder Bootcamp education sessions and the annual Sensory Santa sessions.

Grandview's Youth Advisory Committee, consisting of current clients, siblings and grads from 12-25 years old, established a great relationship with the Kids Safety Village in 2018. Under the leadership of our new Youth Advisory Leader, Brad Sexton, the group hosted large scale accessible Halloween and Christmas events for our families. This motivated group of youth have volunteered over 220 hours in the past year in support of Grandview Kids.



Our Team



Family Advisory Committee

- Andrea Belanger
- Leanne Osborne-Floyd
- Amanda Wallace-Gallant
- Melodie Muir
- Vickie Derby
- Sacha Ghent
- Fadia Omer
- Jacki Nemisz
- Krista Ormsby
- Beth McBarnett
- Kola Kadiri
- Annette Neufeld
- Amber Fancy
- Barbara Sparkes
- Claudia Nossier
- Marilyn Robitaille
- Kelly Smigielski

Youth Advisory Committee

- Ashley Muir
- Liam Cox
- Amanda Power
- Nicholas Barry
- Mackynzi Wilson
- Mia Belanger
- Kurt Snow
- Sam KeaneMarilyn Robitaille
- Kelly Smigielski



Our Board

Grandview Children's Centre Board of Trustees

Board of Trustees

- Brad Phillips, Chair, Board of Trustees
- Denise Jones, Chair of Governance Excellence Committee & Vice Chair
- Andra Duff Woskosky, Secretary & Trustee
- Greg Raven, Chair of Finance & Facilities Committee, Treasurer & Trustee
- Chris Chadwick, Chair of Priorities & Performance Committee & Trustee
- Jeremy Harness, Trustee
- Scott Ovenden, Trustee
- Monica Foley, Trustee
- Terry Caputo, Trustee
- Avori Cheyne, Trustee
- Bryan Yetman, Foundation Board Chair

Finance & Facilities Committee

- Greg Raven, Chair & Treasurer
- Jeremy Harness, Trustee
- Denise Jones, Trustee
- Todd Ramsey, Community Representative
- G. David Williams, Special Guest
- Lorraine Sunstrum-Mann, CEO
- Harry Deeg, Director of Finance & Administration

Our Board

Grandview Children's Centre Board of Trustees



Governance Excellence Committee

- Denise Jones, Chair
- Scott Ovenden, Trustee
- Terry Caputo, Trustee
- Avori Cheyne, Community Representative
- Lorraine Sunstrum-Mann, CEO
- Kelly O'Connor, Executive Assistant

Priorities and Performance Committee

- Chris Chadwick, Chair
- Andra Duff Woskosky, Secretary & Trustee
- Monica Foley, Trustee
- Julie Goldstein, Community Representative
- Jackie Long, Community Representative
- Catherine Switzer, Community Representative
- Lorraine Sunstrum Mann, CEO
- Leslie Suite, Director of Clinical Services
- Andrew Marsden, Performance Evaluation Specialist
- Kelly O'Connor, Executive Assistant



Our Board

Grandview Children's Centre Board of Trustees

Grandview Children's Foundation Board of Directors 2017-2018

- Bryan Yetman, Chair
- Steve Leslie, Secretary/Treasurer
- David J. Toswell, Director
- Mike Forman, Director
- Steve Curry, Director
- Brad Phillips, Chair of Grandview Children's Centre
- Lorraine Sunstrum-Mann, CEO
- Brigitte Tschinkel, Executive Director of Development
- Bobbi Jo Penney, Data and Donor Care Coordinator (Board Support)





Grandview Kids

YEAR IN REVIEW

2018
2019

