



ANNUAL REPORT

Celebrating



Children's
TREATMENT CENTRE
OF CHATHAM-KENT

Celebrating Abilities, Developing Potential



OUR IMPACT

4521 Cumulative Children Across Programs | **2779** Unique Children Within the Organization

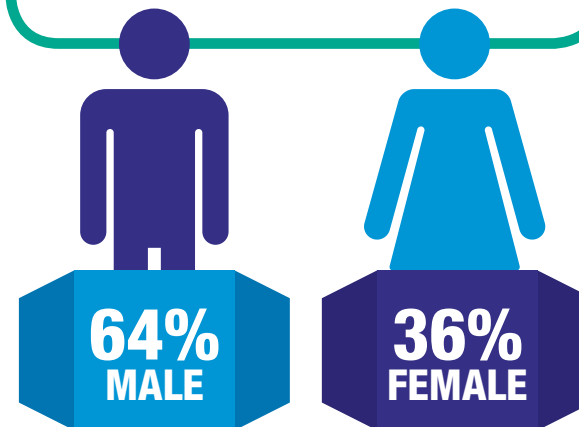


CLIENTS BY AREA

Chatham	1394
Wallaceburg Area	545
Tilbury Area	242
Ridgetown Area	227
Blenheim Area	225
Outside Chatham-Kent	86

REFERRAL SOURCE

Parents/Self	50%
Physicians	35%
Community Partners	12%
Schools	3%



GREETINGS FROM THE CTC BOARD CHAIR AND EXECUTIVE DIRECTOR

We are pleased to present our 2017-2018 Annual Report, highlighting key accomplishments of the Children's Treatment Centre of Chatham-Kent.

This year we have chosen to emphasize our commitment to obtaining funding for a new Centre that is desperately needed for the children and families of Chatham-Kent. We are not just advocating and asking for money, we are creating positive change and building relationships that go far beyond a building. With our goal of purposeful design, limitless accessibility and enabling technology, we are working to celebrate abilities and develop the potential of the incredible children, youth and families that we serve.

As we work to ensure our capital needs are known and supported by stakeholders, we are energized and motivated to match the vision and resolve of our Founders. Incredibly, it is the 70th anniversary of our Centre this year. It is with honour and pride that we reflect on the accomplishment of parents and volunteers who worked so hard to establish a local treatment centre. Based on their commitment, we look forward to ensuring sustainability of an excellent facility for our future generations.

We wish to express a big thank you to all of our clients, families and staff that have forwarded feedback for our planned new facility, as well as the support and interest of partners who share our vision of the best facilities and service for our community.



PAULA CECCACCI
BOARD CHAIR, CTC



DONNA LITWIN-MAKEY
EXECUTIVE DIRECTOR, CTC

OUR MANAGEMENT TEAM & BOARD OF DIRECTORS



Donna Litwin-Makey, *Executive Director*
 Marnie Ball, *Client Support Team Leader*
 Cindy Gillett, *Human Resources Coordinator*
 James Lively, *Finance Manager*
 Amelia Morrison, *Service Manager*
 Sandra Dekok, *Service Manager*
 Mary Ann MacKew, *Service Manager*

Paula Ceccacci, *Chair*
 Beth Cummings, *Vice Chair*
 Tammy Bettencourt, *Treasurer*
 Kevin Allman
 Paula Grail, *OACRS CTC-CK Rep / Board Chair*
 Renee Zarebski
 Dan Lundy
 Kerry Matthyssen
 Eric Koscielski
 Judith Brisbin



OUR MISSION, VISION & VALUES...

Mission... Delivering specialized therapy and innovative programs to help children reach their unique potential.

Vision... Amazing kids today, enriching our community tomorrow.

Values...



OUR STAFF

Alison Munro
 Alison Reid
 Alvilda Douglas
 Amy Husk
 Andrea Taylor
 Angela Reddick
 Ann Marie Waddell-Makse
 Ann McKenzie
 Billy Yacks
 Brittany Dundas
 Carol McFadden
 Cathy Bottrill
 Cathy Smith

Chelsea Mailing
 Cheryl-Lynn Webster
 Christine Depencier
 Craig Lane
 Crystal Gagnon
 Diane Fahey
 Elita Tavares
 Erica Robertson
 Heather Collacott
 Heather Sarson
 Jen Blokzyl
 Jenn Thomas
 Jessica Constancio

Kate Randall
 Katie McCall
 Kelly Moniz
 Kirsten Tufford
 Laura Burritt
 Linda Stirling
 Lindsay Knight
 Marianne Stevens
 Marsha Pettipiece
 Maureen McDonald
 Melissa Gillett
 Mitch Floin
 Pamela Trudell

Pantea Rickwood
 Rachel Johnston
 Rachelle Regnier
 Sandra Spagnoli
 Sarah Reed
 Shauna Jackson
 Sheila McLaren
 Sheryl Langille
 Tiffany Irwin
 Tina Jamieson
 Tracy Koehler-Massender
 Kiara Vanbommel

YEARS OF SERVICE

5 YEARS ERICA ROBERTSON
 SPEECH LANGUAGE PATHOLOGIST

10 YEARS SARAH REED
 PHYSIOTHERAPIST

10 YEARS TIFFANY IRWIN
 OCCUPATIONAL THERAPIST

15 YEARS SHAUNA JACKSON
 PHYSIOTHERAPIST ASSISTANT

BUTTERFLY BUILDING CAMPAIGN

Building so that all children of all abilities can reach their full potential!

Every year, 3,000 Chatham-Kent children and youth visit the CTC-CK for physiotherapy, speech therapy, adapted recreation, audiology, occupational therapy, social work, music therapy, respite, behaviour consultation and autism services. That is 1 in 9 kids in Chatham-Kent, and this number is expected to grow to 1 in 5 by 2019.

There are currently 1,300 kids on wait lists, and our current building does not meet Ontario Accessibility Standards (AODA). There is not enough therapy space, charting and office space for staff, or storage space for our equipment. The Children's Treatment Centre needs a new 50,000 sq. ft. facility to help Chatham-Kent children, of all abilities, reach their full potential.

The new larger facility will allow for...

- More therapy space to accommodate the growing caseload
- Customized therapy areas for teens and young adults
 - Accessibility enhancements to better serve our community
 - CTC to develop "work pods" so interdisciplinary teams can work together more efficiently
 - Family resource, education and meeting space
 - Community outreach service stations
 - More clinic rooms for specialized equipment used in therapy

... and so much more!

"The Centre is a community, and here I feel safe. I can relate to other parents and know I am not alone. While I am here I am not afraid of how my child is acting. I wish the Centre had space for more school age programs."

-Parent

"With my disability, I feel like an outsider as I go through my day. But when I am at the Centre, it feels like home. I really want space in the Centre just for teens, where I can work on skills before trying them in the community."

-Teen

"The services at the Centre helped our marriage. It was very stressful being on a waiting list but eventually, with the help of therapists, we learned what to do and how to support our family."

-Parent





DID YOU KNOW?

Our new building will have an additional audiology booth so we can book our clients more efficiently and decrease our waiting list!

C-K Hearing Centre is a not-for-profit service available to people of all ages. Audiology services have been in place at the Children's Treatment Centre of Chatham-Kent since 1984. Our services are now called the C-K Hearing Centre.

We have three full time Audiologists and are pleased to highlight:

- Hearing Assessments
- Hearing Aids
- Amplification Devices
- Assistive Listening Devices
- Coping Strategies
- Communication Strategies



SPECIAL NEEDS STRATEGY

COORDINATED SERVICE PLANNING (CSP)

Coordinated Service Planning (CSP) supports families of children and youth from birth to 18 (or 21 if they are still in school) with multiple and/or complex special needs:

- A Service Planning Coordinator will bring together all service partners working with your child/youth and family
- One Coordinated Service Plan will be developed for your child/youth
- The plan is based on your family and child/youth goals, strengths and needs
- The plan includes all services that your child/youth already receives and will receive in the future

PARTNERING FOR CHANGE

This year Centre occupational therapy staff began partnering with kindergarten teachers to work alongside teaching staff to plan and support all learners. OT staff provided small groups, activities, and strategies to use in the classroom to help all the students develop fine motor skills such as opening containers, using scissors, holding pencils and printing. They also helped with gross motor skills such as jumping, getting on the school bus and climbing stairs; self-care skills such as dressing and hygiene; and sensory skills including seeing, smelling, touching, and hearing. All of these skills contributed to successful learning in kindergarten. Feedback from the schools was very positive and the program expanded to 15 schools. One teacher commented "We have benefited a great deal from this program. It makes things so much easier and the students are getting what they need."

OUR POOL PROGRAMS

Our pool continues to be a very popular resource for Centre clients and families, as well as the community. Given the ongoing interest, we are pleased to present updates in meeting the needs of the community. In response to feedback, we have worked to continually expand programs and hours of service, including increasing access to the community.

The following programs are making a splash!

SENSORY SPLASH

This swim is an innovative approach to aquatics at the CTC! Our unique program combines a multi-sensory experience with an aquatic environment. Participants can explore and play while enjoying a quality, non-directive leisure experience. Music, lighting effects and tactile objects are combined to create a non-threatening and enjoyable environment. It is open to children with or without special needs.

FAMILY SPLASH

The Family Swim allows families to access the therapeutic pool to enjoy the benefits of relaxing in an aquatic environment with a pool temperature of 34°C (94°F). The temperature ensures maximum therapeutic benefits and offers a comfortable spot for all users.

PARENT AND TOT

The Parent and Tot swim is a rewarding water experience for moms or dads with young children. In this program, infants and toddlers are introduced to the joys of self-directed water activities in a relaxing and warm environment. The sessions assist children with water comfort, while promoting safety. It is open to children with or without special needs.

ADULT QUIET SWIM

The Adult Quiet Swim allows individuals to use the therapeutic pool for their own personal exercise programs or to enjoy social time while relaxing in an aquatic environment. The 34°C (94°F) temperature provides maximum therapeutic benefits and a comfortable environment for all users.

DID YOU KNOW?

- The vision for our new treatment centre includes more adaptive lifts, a viewing area and a large pool deck to accommodate all users.
- Our new building will have fully accessible private showers and change rooms.



HALL OF FAME WINNER BRANDON DRURY

Our 2018 Hall of Fame client is Brandon Drury. A client since he was four years old, Brandon is now a very active 23 year old, who attended the Academic & Career Entrance program at St. Clair College, for Math and Physics, after graduating from Chatham's Ursuline College. Brandon is a great athlete who enjoys working out at the YMCA and has earned many ribbons as a member of the Special Olympics swim team. Brandon started playing soccer through CTC when he was four years old and now plays in the men's league.

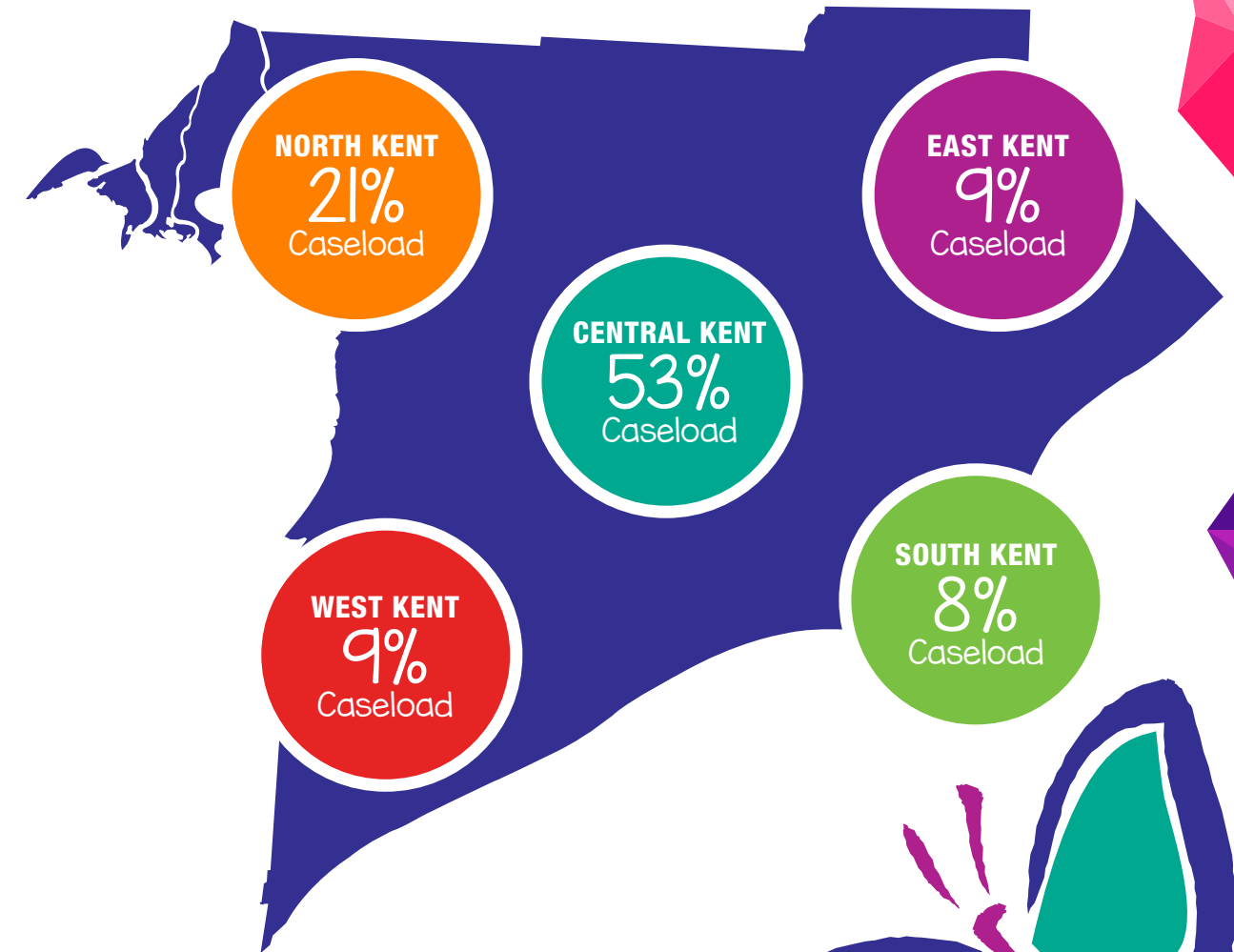
As a child, Brandon benefitted from Occupational Therapy, Physiotherapy, Speech & Language Therapy, the Medical Clinic and the Recreation Programs. Brandon is a generous volunteer. In the past, he helped in administration at the CTC offices and shared his skills at the Festival of Golf Tournament and the Art Gala. He has been a special mascot for the Lions Club and also volunteers for Outreach for Hunger and the Christmas parade. Recently, Brandon participated in a fundraising walk for the homeless called The Coldest Night. Today, Brandon volunteers for Grand Retirement and the Joshua Ministries Café, called The Hub.



You are a remarkable
young man, Brandon!

Congratulations!

CTC-CK CASELOAD



2779 CLIENTS SERVED

* Note 86 clients served outside of Chatham-Kent



SCORECARD

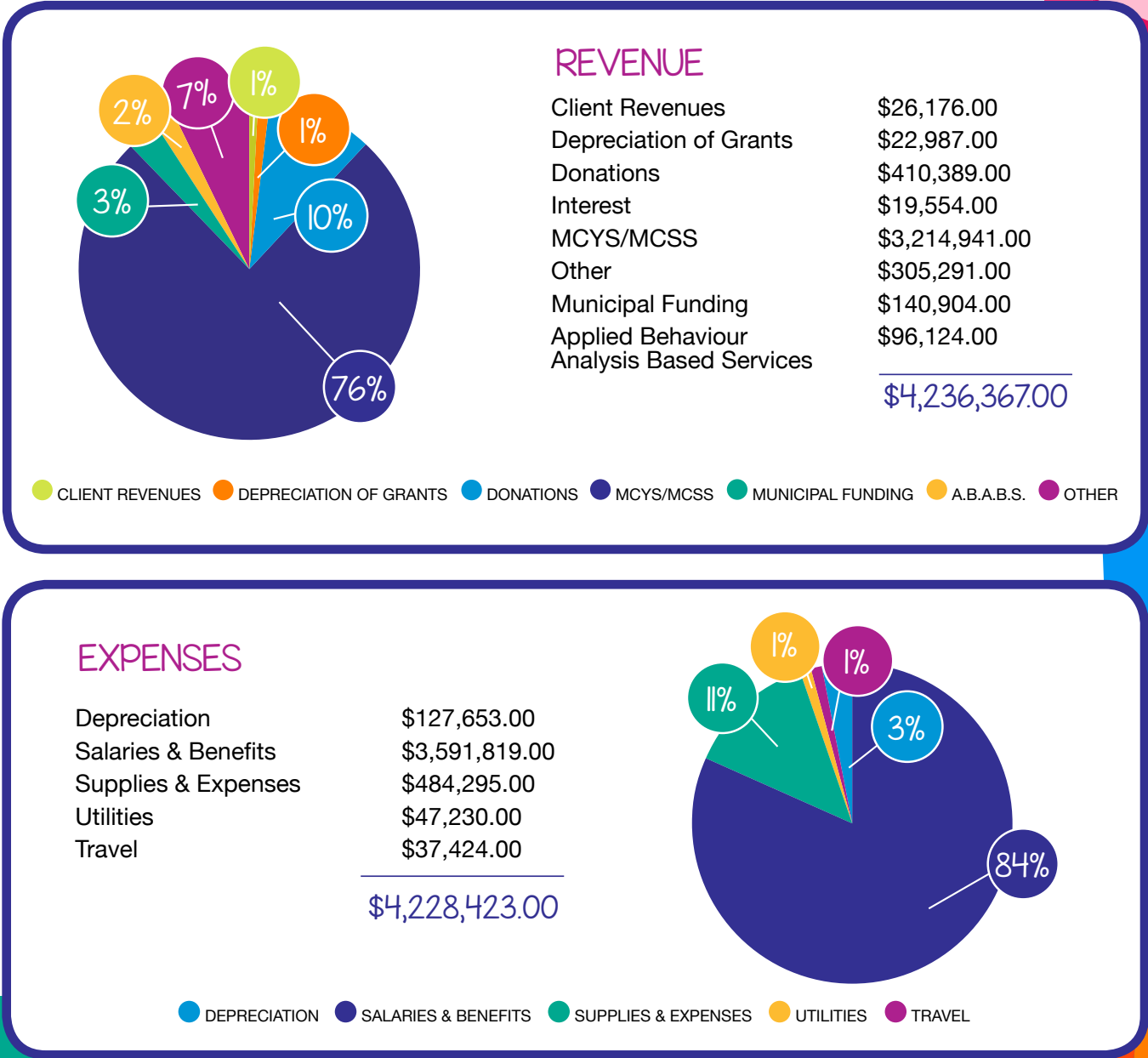
	OBJECTIVE	INDICATOR	TARGET	RESULT	RATING
QUALITY CLIENT SERVICES					
Client Satisfaction	Families perceive services as family centered	% of overall parent satisfaction	>80%	97%	●
Effectiveness of Service	Children will achieve their individual goals	% of children achieving 75% of their goals	>60%	83%	●
Efficiency of Service	Minimal # of appointments will be cancelled by clients	% of cancellations by clients (without notice)	<10%	2%	●
Access to Service	Minimal # of children will be ineligible for service	% of referrals deemed ineligible	<5%	5%	⬢
Service Activity	To maintain or improve our capacity to service children	# of children served	2643	*2797	●
	HUMAN RESOURCES				
	To maintain a sound financial position	Employee absenteeism rate	<5%	4.80%	●
	Staff retention	Staff turnover % of total staff	<4%	0.02%	●
	FINANCIAL RESOURCES				
	To maintain a sound financial position	Current Ratio (current assets/current liabilities)	>1.0	1.75	●
	To operate with the approved budget	% of actual budget	95-100%	100%	●

ON TARGET MINIMUM TO MODERATE NEGATIVE VARIANCE SIGNIFICANT NEGATIVE VARIANCE

* Additional non-caseload local clients are served throughout the year

CENTRE FINANCIALS

*For more detailed audited financials, please visit www.ctc-ck.com/auditedfinancials



CENTRE & FOUNDATION FUNDRAISERS & EVENTS

**\$60,000
RAISED!**

Festival of Golf 2017 Golf Around the Globe

The second-annual Festival of Golf attracted 152 golfers for 18 holes of golf, food, specialty drinks and entertainment from around the world at every hole, and featured a live auction and incredible giveaways!



Festival of Giving 2018 British Invasion

This year's Festival of Giving was the most posh, entertaining Festival to date, featuring three local micro breweries, four live bands, Casino Royale, a double-decker bus, and hundreds of live and silent auction items.

**\$265,442
RAISED!**



Smile Cookie 2017

This September, Chatham-Kent indulged in \$1 Tim Horton Smile Cookies, eating their way through \$20,068, all in support of the Children's Treatment Centre Foundation!

**\$20,068
RAISED!**



Christmas in Muskoka

The CTC's annual Children's Christmas Party offered a night of crafts, entertainment and dinner for over 400 clients, staff and families. Great fun was had by all!



Arts Recital

Every May, the CTC-CK's dance, piano, drum fit and black light students showcase their talent at our annual Arts Recital.



DONORS OF THE YEAR

We are fortunate to be part of this wonderful community and doing our part to make a difference. The Children's Treatment Centre has been providing children services for the past 70 years and is giving kids, of all abilities, the chance to live their best life.

Our son, Carson, has taught us a valuable life lesson: that no child should ever get left behind. He has shown us that when faced with life challenges, weakness is replaced with strength and confidence. We look forward to what Carson will do in this world and know that this was all made possible because of a family and community that didn't give up on him.

Supporting the essential services of the Children's Treatment Centre is vital to building a strong, vibrant community where diversity is welcomed and progressiveness sets the course for the future. There is nothing more critical in this world than developing our kids and giving them the tools to allow them to shape the next chapter. How we choose to lead throughout our lives will be the legacy left for all future generations to reflect back on.

We believe the secret to living a healthy, prosperous life is being part of a community where opportunity is abundant and allowing kids of all abilities to develop to their full potential is a priority. We have been truly blessed over the past 15 years of being involved with this amazing Centre, however, our work is not done. We face new challenges each day, such as aging equipment, finding funding for services and capital, reducing waiting lists for well-deserving kids and continuing to operate in a building that is over capacity.

**"It takes a Village to raise a child.
Together, we will achieve great
things and continue to build a
bright future for our children."**

**Michael, Paula
& Carson Grail**



WHAT WE FUND...

The Foundation helps support the CTC-CK's Enhanced Programs, including Adapted Recreation, Music Therapy and Social Work. The CTC-CK's Enhanced Programs go above and beyond traditional therapy methods to help build a child's physical, communication, social and life skills to help them succeed in our community.

ADAPTED RECREATION

Provides year-long sport and recreation opportunities, including Challenger baseball, sledge hockey, adapted skating, dance, gymnastics and sailing.

MUSIC THERAPY

Helps develop a child's attention span, communication, motor and social skills through singing, playing instruments, listening and expressive movements.

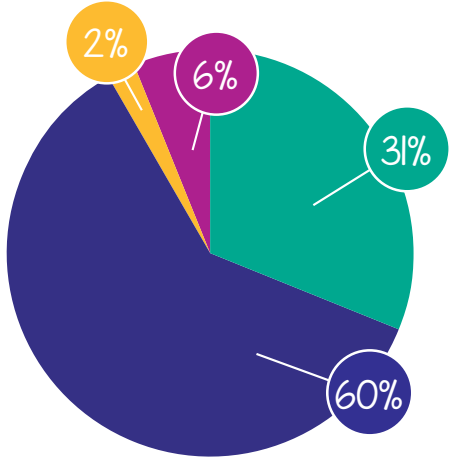
SOCIAL WORK

Works with children, youth and their families to build social skills, promote positive self-esteem and help with the transition into adulthood, including pursuing post-secondary education, independent living, and finding employment or volunteer opportunities.



FOUNDATION FINANCIALS

*For more detailed audited financials, please visit www.ctc-ck.com/auditedfinancials



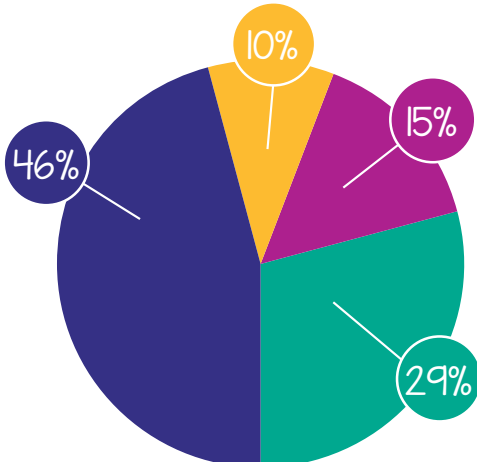
REVENUE

Fundraising	\$476,030.00
Donations	\$917,532.00
Investment Income	\$33,326.00
Government Grants	\$93,800.00
	<u>\$1,520,688.00</u>

FUNDRAISING DONATIONS INVESTMENT INCOME GOVERNMENT GRANTS

EXPENSES

Fundraising Expenses	\$383,217.00
Office Expenses	\$82,026.00
Salaries & Benefits	\$121,856.00
Donations to Centre Programming & The Community	\$238,230.00
	<u>\$825,329.00</u>



FUNDRAISING EXPENSES OFFICE EXPENSES SALARIES & BENEFITS DONATIONS TO CENTRE PROGRAMMING & THE COMMUNITY



MESSAGE FROM THE FOUNDATION CHAIR

When I reflect back on this past year, a smile comes to my face. It's not triggered by a single event or measure of success; it is in reference to the old saying "what doesn't kill you makes you stronger". Let's just say this year has been full of surprises, learning, growth and success.

Working with the Ministry of Child and Youth Services on capital funding for a new Centre has allowed for a close working relationship between the Centre and Foundation's Executive Directors, both the Centre and Foundation Boards and members of the Campaign Cabinet. Though the learning curve has been steep, there has been much progress on our capital project. Today, Advocacy continues to play an integral role in reaching out to our government representatives, making them aware of the need for a new, updated Centre. The response from the community in support of the Butterfly Building Campaign has been overwhelming. With this continued support and strong efforts from all involved, I'm confident that we will be successful in securing funding for a state-of-the-art Centre. We cannot ignore the needs of our children. Currently, over 1300 kids are on a waiting list for treatment.

Our Foundation continues to evolve. Long gone are the days where our primary focus was the Festival of Giving. Foundation Executive Director, Mike Genge continues to lead with innovative and exciting new ideas. I use the word "lead" as I believe he is paving a road for the foundation that is unlike any other charity in this community. His unique approach to the capital campaign, the manner in which he has introduced new, exciting events and his vision for the future of fundraising continues to change and evolve our foundation. This is a great thing to have happen. It speaks to the ideology of "sustainability" and ensures that our children in this community will have funding for services for many years to come.

Awareness and advocacy have been very effective in communicating the needs of the Centre. Shelby Sanchuk keeps us relevant with followers on many social media platforms. Her work on advocacy for capital funding has gained us much attention from the community and government representatives. Shelby was also the lead for the Festival of Giving, providing support to the FOG committee (whose comprised of some amazing individuals). One these key individuals is Donna Polowick, also on the foundation staff. Donna has the creative and artistic ability to make every year's event feel like it's the best one ever. She also assists with many other foundation events, making them second to none.

I am proud to lead this dedicated team whose sole purpose is to allow our C-K kids to live their best life.

Michael Grail | CHAIR



MESSAGE FROM THE EXECUTIVE DIRECTOR

The Foundation has had an encouraging year with our Butterfly Building Campaign, as we see our community come on board to support our goal of building a larger, more accessible facility. We have an outstanding Capital Campaign team out in the community gathering donations. To date, we have raised over \$3,600,000. And that number keeps growing!

Our Festival of Giving was a tremendous success, with \$265,000 raised. Thanks to Shelby Sanchuk, Donna Polowick and the FOG Volunteers for such dedication and positive work.

As we move forward, advocacy with our provincial government becomes key. Our "CK Clicks For Kids" campaign is gaining momentum as we let our political representatives know that our need for a new facility is dire. As we move forward, I challenge Donors, Staff, Volunteers, Client Parents, and the Community to send a clear message to Queens Park that our kids matter and rural Ontario matters. We will build a new Centre, but "Let's get our funding faster" so our children get the space, accessibility and therapy they deserve.

Mike Genge | FOUNDATION EXECUTIVE DIRECTOR

OUR MANAGEMENT TEAM & BOARD OF DIRECTORS



Mike Genge, *Executive Director*
Shelby Sanchuk, *Manager of Communications & Fundraising*
Donna Polowick, *Event Coordinator*
Jessica Turner, *Administrative Assistant*

Michael Grail, *Chair*
Sarah Regnier, *Vice Chair*
Darrin Canniff, *Treasurer*
Greg Hetherington
Tracy Bultje
Cheryl Alward
Jim Blake
Sue Curran
Andrya Eagen
Peter Marshall
Rocky Gaudrault
Greg Davenport
Jackie Lundy



2017
2018

ANNUAL
REPORT

Celebrating
10
years


Children's
TREATMENT CENTRE FOUNDATION
OF CHATHAM-KENT