

Child Development Centre Annual Report June 2018



Our vision

To support children and families in achieving their aspirations. Together we can reach the stars.

Over the past year, we have worked hard to connect with many families; sometimes this happens quickly but for some, it takes time. Staff worked on a document to guide how we go about making connections with families and this, once again, reminded us about the importance of family centered practice. It also made me think about a parent story from one of our recent newsletters. Mark Staub, a dad living in Pelly Crossing, submitted this story. The team talked with Mark about adding his story to this report, and his response was this: He felt it would be a real honor to have his story shared.

The relationship with this family started slowly. In the beginning, Mark was not sure he wanted to be involved with us at all and most of the visits took place with Grandma. During our many subsequent trips to Pelly, the team took small moments to connect with Mark, on the street or messages passed on through grandma. Years later, he let us know that by going at his pace we allowed him the time needed to develop trust. Now, Mark often stops in when he is in Whitehorse just to say hi. His oldest child is almost a teenager now, but he says he is happy he is not done with us yet, as his youngest child is still a preschooler! This is Mark's story in his own words:

"The Child Development Centre helps me help my kids. I've said over the years that CDC has helped me in so many ways. It is important to know there is help out there and to not be afraid to ask questions or ask for help. Initially, I wasn't sure I could take care of my child. Working with both CDC and Family Supports for Children with Disabilities (FSCD), I learned I can parent my child with autism. They helped me learn how to access resources for myself. I learned to ask questions, and even though I was scared to try and access services because of some of my own history, I never felt judged. I got a lot of guidance from everyone at CDC to help me be a parent. If I hadn't connected with CDC 10-11 years ago, I am not sure where we would be now. My involvement with CDC has definitely helped me understand my children's needs and their development."

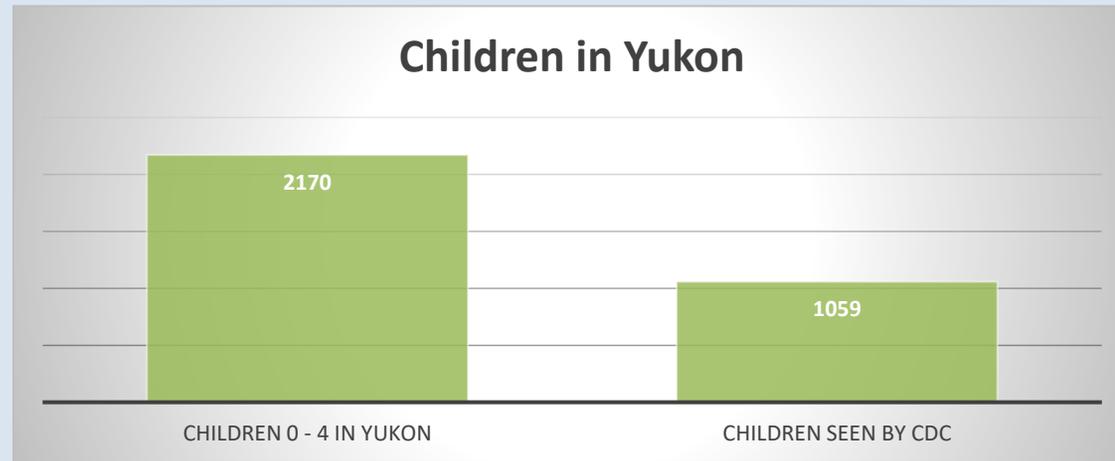
<p style="text-align: center;">Our accomplishments</p>	<div style="display: flex; justify-content: space-around; align-items: center;">    </div>
<p>✓ Accreditation</p>	<p>We are proud to have received a Three-Year Accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF) in November 2017. With over 1000 standards to consider, we had only a handful of recommendations, which have already been addressed.</p>
<p>✓ Handle with Care</p>	<p>The Child Development Centre completed the Handle with Care Training Throughout Yukon project that was funded by the Yukon Government's Mental Wellness initiative. Here is what happened:</p> <ul style="list-style-type: none"> • We provided 11 facilitator-training sessions in 11 different communities with a total of 84 participants. • 88% of these participants felt confident to facilitate the HWC program and 98% of participants left the training with a plan to use the program in their community. • We provided mentoring for previously trained facilitators in the communities and following the mentoring activities, 83% of participants reported having more confidence in their facilitation skills. • Six people achieved master trainer level status. • We created a website for HWC in the Yukon (www.handlewithcareyukon.ca), with a section for facilitators to share information and get new ideas.
<p>✓ Fundraising and donations</p>	<p>The Child Development Centre ran two fundraising events this program year: Coins for Kids and a Mother's Day tea. The proceeds from these events combined with money raised through our Adopt-a-Room program and donations, resulted in an additional \$17121.25 in revenue.</p>
<p>✓ Jordan's Principle</p>	<p>The Child Development Centre received funding from the Council of Yukon First Nations to hire a navigator position to assist families in accessing funds through Jordan's Principle. This involved connecting with community agencies to provide information about this fund, acting as a resource, and meeting with families to help them put in applications for specific health and development needs. To date we have submitted 46 applications on behalf of families for things such as additional therapeutic services, equipment, transportation, childcare and community programming.</p>
<p>✓ We Can Help Campaign</p>	<p>In the Fall, we launched the We Can Help Campaign which was designed to let the public know about our services; that they can refer themselves and that they can call if they have questions – big or small.</p>

Our work

The Child Development Centre continues to provide early intervention services to Yukon children and their families throughout the territory, with 1059 children seen between August and June of this year.

The Yukon government provides base funding for our services and, in addition, we receive funds from Health Canada, fundraising and donations. Although we did not receive an increase to base funding to supplement negotiated wage increases for the past two years, we are working in partnership with the government to address the shortfall. The board is committed to ensuring the Centre has adequate funds to both retain qualified staff and continue to offer the full array of services to children in Whitehorse and the communities.

✓ Children receiving services



✓ Waitlists

While waitlists exist for all therapy services in Whitehorse, we have an intake coordinator who connects with referred families as quickly as possible so that they can tell their story. This is followed by a scheduled consult with a therapist to determine what happens next and to give families some ideas to start with. All therapists strive to take children off the waitlist within a set period that considers the date of referral as well as presenting needs. The SLPs were able to shorten timelines this year. In most instances, therapists were able to take children off the waitlist within the targeted period. At the end of May, there were 97 children waiting for services. While the longest any child was waiting was just over 6 months, this wait time is not ideal given what we know about early intervention. We will continue to strive to see families in a timely manner and make wait times as short as possible.

Some of our community partners

Community health centres - First Nation Government – Yukon Government – Healthy Families – Child care centers – Partners for Children – Learning Disabilities of the Yukon – Canadian Prenatal Nutrition – Child Care Services Unit – Health Canada – Yukon Education – Family and Children Services – Child and Adolescent Therapeutic Services – Children’s Disability Services

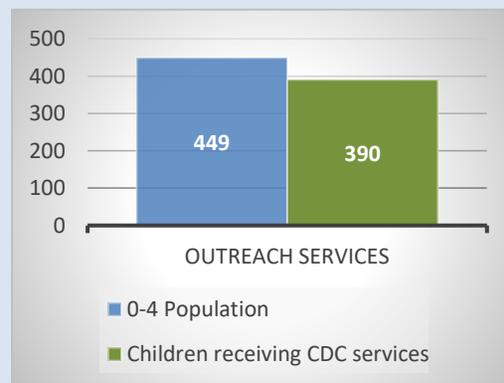
Our programs



The Child Development Centre offers a variety of programs designed to meet the unique needs of children and families. We see families wherever suits them best and together create a Family Plan that reflects the goals of the family. We offer therapeutic services as well as preventative services through the Follow Along Program in Whitehorse and the communities. We had 449 new referrals to our programs over the past year, with a notable increase of 20% from last year. Of those referred, close to 50% were made by parents themselves.

✓ Outreach

There were 390 children from the communities involved with the Child Development Centre this past year, both for therapy and for the Follow Along program. Teams of therapists travelled to all rural Yukon communities: they made 72 visits to 14 communities this past year.



- Nine early childhood therapy assistants were hired in the communities to provide support to children in need of one-to-one programming at home, in the community or at the Kindergarten for 4 Year Olds program in the local school.
- Teams met with various stakeholders including First Nations, Community Health, schools and social services.
- We continued to provide workshops as requested and attended community events when possible.
- We mentored facilitators trained in HWC.

<p>✓ Whitehorse</p>	<p>This year there were over 660 children in Whitehorse enrolled in therapy services and the Follow Along program. In addition to visiting families in their homes and at the Centre, staff also visited children at 29 childcare centres.</p> <ul style="list-style-type: none"> • The Integrated Therapeutic Preschool had a morning and afternoon group. This group included children with developmental needs and peer models. We maintained decreased staff hours dedicated for this program while still achieving the group learning goals for the children attending. • Supported Childcare Workers from other childcare centres attended groups as needed. • The speech-language pathologists ran a Hanen Target Word training group for parents with children with speech and language delays. • The developmental therapists ran four Handle with Care groups for caregivers. • The Pediatric Clinic continued, with 20 appointments for clients to see the pediatrician at the Centre. • Four small parent/child groups were offered. • Three training opportunities were provided to early childhood educators in Whitehorse. There were 44 people who attended and 100% said they learned something they could use in their work. 	<p>This year, 69 children and families were supported to transition into kindergarten, with 35 conferences scheduled between CDC, families and the receiving school.</p>
<p>✓ Kwanlin Dun</p>	<p>The Child Development Centre continues to partner with the Kwanlin Dun First Nation to provide services in the community. The team worked with 45 children and their families in homes, in the community, at Dusk'a Headstart Family Learning Centre and at other childcare centres in Whitehorse. The team continued to work closely with staff of Dusk'a and the health centre to meet the needs of families in the community. We did a survey with families this year with encouraging results and confirmed we are providing a family centered service that makes a difference to our clients.</p> <p style="text-align: center;"><i>"It feels good to know our thoughts matter."</i> (Parent, KD survey)</p>	
<p>✓ Follow Along</p>	<p>The Child Development Centre offers the Follow Along Program in Whitehorse and all the communities. This preventative program is available for any child from birth to three years of age and provides parents with information about their child's development and what to expect next. Of those children seen, 74 transferred to a program where they received therapeutic intervention.</p>	

The **Family Partnership Council**, comprised of parents and staff, met to finalize the 'We Can Help Campaign', as well as talk about how to connect families who may benefit from talking to those in similar circumstances.

Staff worked to develop two protocols this year. The **Building Connections with Families** protocol was developed to guide staff who are trying to build relationships with families. The second protocol, **Clinical Mentoring and Consultation**, was designed to acknowledge the ongoing need of therapists to develop their clinical skills and recognize this may require opportunities for mentorship and consultation, whether that be internally or externally to CDC.

✓ **Child and Youth Diagnostic and Support Team**

The diagnostic teams provide assessment and support for preschool and school age children. The preschool team provides assessments in the areas of FASD, Autism Spectrum Disorder (ASD) and Complex Behaviours. This year the preschool team separated into two diagnostic teams in order for each team to focus their training and experience in one area of practice. A separate report for the Child and Youth Diagnostic and Support Team is available.

- There were 15 new referrals to the preschool and school age teams between June 1, 2017 - June 1, 2018.
- The preschool team completed the full 10 assessments, plus one extra for a child scheduled to transition to kindergarten: three FASD and eight ASD. There are nine children waiting for assessments for the next programming year.
- The diagnostic coordinator continued to work in the community promoting this service as well as the benefits of diagnosis.
- The FASD assessment team completed Multidisciplinary Team Training for Diagnosis of FASD in the Fall.
- CDC continued to co-facilitate the Yukon Assessment Team Advisory Committee.

Our performance



93% of children achieved or partially achieved their goals



95% of parents attending groups said they learned something to use with their child at home



78% of newly referred families received a phone call in the targeted time frame and 71% were seen for an initial consult in the targeted time frame



91% of families reported a positive experience during their initial consult



91% of families surveyed in our Kwanlin Dun program felt they learned something they could use with their child at home. 100% felt their opinions and values were respected.

Looking ahead

The board and staff of the Child Development Centre are committed to providing quality service for children and families in Yukon. Over the next year, we will endeavor to maintain these high standards and support both staff and families.

- We will be creating a new strategic plan in the fall.
- We will be working on 3 new projects with funding from the Early Learning and Child Care Bilateral Agreement:
 1. Providing Handle With Care workshops for early childhood educators in the communities and mentoring them on how to use the program in their centre.
 2. Supporting early learning programs to manage challenging behaviours and emotions and look at how environment might play a role.
 3. Providing training to early childhood educators on using the Ages and Stages Questionnaire with families.
- We will continue to target decreased wait times for first phone calls and initial consults so that parents can have information faster.
- We will continue to look to technology to improve our services.
- With our three-year contribution ending in March 2019, the board is committed to working with the government to ensure we have a new agreement that supports all negotiated wage increases. We know we have excellent staff at the Centre. Recruiting and retaining staff like ours is central to maintaining an excellent service and keeping wait times as low as we can.

In conclusion

The Child Development Centre is an accredited agency – check. Our performance measures show we are doing good work – check. We do many trips to the communities – check. But at the end of the day what is most important to both staff and the board is the relationships we are able to form with families so that they feel supported to provide the best future they can for their child. So that their children can work towards achieving their aspirations. It is why people want to work here and it is why staff stay. We are fortunate to work in an organization with such values. And, personally, I feel very fortunate to work with such amazing people – both board and staff. Thank you for all the hard work you do.

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