

Child Development Centre

Annual Report

June 2020

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

Our work is about the children and their families. This is one family's story.

I was brought to the CDC as a first time, single mom who was looking for any guidance. I heard about the 'Follow Along' program offered at the CDC and thought it was the perfect guidance I needed. It was so great, seeing where my son was along in his development, and tips of areas where we could work on. He was developing appropriately; however, it was great to see where he could focus on and what types of activities develop certain areas for him specifically.

The visits for the program were great; we were made to feel comfortable and not alone in any of the struggles we may see at home. The therapist was down there on the floor with my son and working with him; while I was able to kind of sit back and monitor him and how the therapist interacted with him; which was a great learning tool for a new mom.

I was grateful that this program brought me to the CDC, because as soon as my son went to daycare, he started having some issues with his peers. Biting was the most prominent problem at first. I found myself turning to the CDC for some tips, and we almost immediately were able to understand why he was biting and correct the issue. The tool that worked for him, was to remind him what things were appropriate for biting (I provided him a baby chew toy to have on his body at daycare). While the biting was addressed, the issue of his frustration continued in other forms; being very rough with his peers. I know the Daycare could only do so much, but it had me feeling very defeated and frankly; embarrassed. I felt like I was failing my son.

So again, the CDC was able to help. Childcare visits to the daycare took place and they were able to monitor what was going on, from a different perspective, and provide recommendations to correct the problem. This not only gave me some piece of mind, but also provided a bit of relief for the daycare. These visits and observations by the CDC, led to the CDC recommending a full-time worker at the daycare; which eventually led to a successful correction for my son in his behaviour at daycare. The one on one worker was also able to provide some tools that helped him succeed in the group, that were different to the success of his peers. The CDC was able to provide tips to the daycare worker along the way and new programs for the daycare were provided, which was beneficial to all the children.

Eventually after about a year (he went down to a part time worker within that year) the Daycare said my son no longer required a worker at all. They were so amazed in the difference in him, and how he was not showing aggression towards his peers anymore, he was, in fact, showing compassion. As a mother, there was nothing better to hear than your son becoming a caring boy.

What I would share/want every parent to know; that I strongly encourage the 'Follow Along' program. Without that (luckily, I have heard about it through a friend), I would not have established that relationship with the CDC. Establishing that relationship opened up so many doors and assistance for myself and my

son. Some may never need it, but for those who do; it is seamless to attain access to the CDC once you already have. I have recommended this program to all my friends as they become parents :)

Thank you for the opportunity to share my success at the CDC. I hope other parents are able to attain these services and don't feel that this means they are failing as a parent, if there is something wrong with their child. This is an amazing tool to help you along the toughest job out there: Being a parent.

Our accomplishments

<p>Tele-practice</p>	<p>As CDC closed the building to the public in March due to COVID-19, staff quickly adapted to the need for online services and, within a week, had participated in professional development and were starting to see children via Zoom. Since then, we have completed hundreds of visits and assessments with children and families. One mom in the communities messaged this: <i>"I can't believe how engaged Ellie stays the whole time, and how much of a difference they are already making. You're giving us some amazing new tools to help with calming down and focus, and she really loves getting to see you!"</i></p>
<p>40 years of service</p>	<p>The Child Development Centre celebrated 40 years of service in November. We are proud of what we have accomplished in the past 40 years, focusing on family and community needs.</p>
<p>Early Learning Program Support</p>	<p>We once again received funding from Yukon Government to provide support and strategies to licensed early learning programs to assist with group dynamics, challenging behaviors and setting up the environment. From April to April, staff worked with 29 programs, 9 in the rural communities. We also offered Handle with Care for early childhood educators, a program that focused on how to promote early mental wellness for young children. A total of 65 people participated, with a reach of over 740 children.</p>
<p>Jordan's Principle</p>	<p>An application to Jordan's Principle to increase therapeutic services for Indigenous children in Whitehorse and the communities of Watson Lake, Carcross, Haines Junction and Ross River was approved starting in August 2020. We will have an additional speech-language pathologist and developmental therapist as well as some increased early childhood therapy time in the communities. Therapists will connect with families using tele-practice in-between visits to the communities and will have more hours for Indigenous children on the waitlist in Whitehorse.</p>
<p>Fundraising</p>	<p>Our main fundraiser was canceled due to COVID-19. However, thanks to some generous donations, our Adopt-a-Room programs and a smaller fundraiser, we added \$14639 in revenue.</p>
<p>Accreditation</p>	<p>We received confirmation of annual conformance to standards through the Commission on Accreditation of Rehabilitation Facilities, marking the third year of accreditation for this cycle. Our next survey will be fall 2020.</p>
<p>Collective Bargaining</p>	<p>We successfully negotiated a new 3-year collective agreement in May.</p>



Our work

The Child Development Centre started providing services to a handful of Yukon families in November 1979 out of a small trailer behind Selkirk school. Turning 40 this year, we reflected on not only how our services have grown, but also on the fact that our commitment to providing family-centered services has not wavered. This year, we provided services to over 1100 children and families. We feel fortunate that we do not have to do this work in isolation: we partner with families, service providers and funders to provide a quality service.

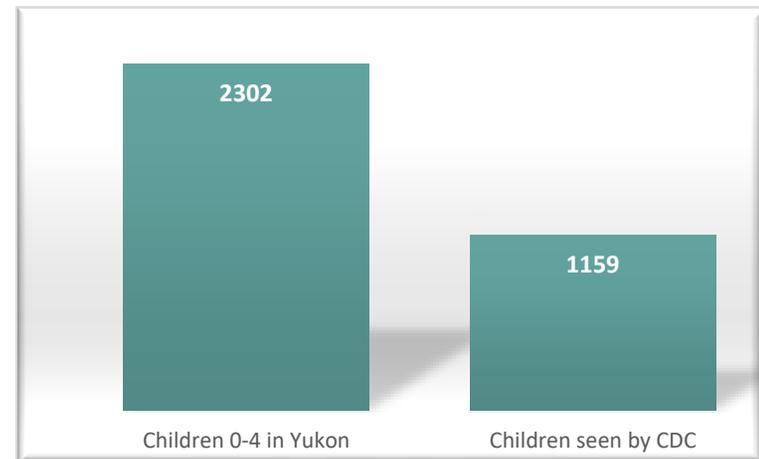
The Yukon government has provided base funding for our services since we opened. In addition, we also received funds from Health Canada, fundraising and donations. We are thankful to Health and Social Services for an increase to our base funding and working with us to arrange a contract schedule that works with our collective bargaining process. We will continue to work with YG on funding for permanent increases to staffing so that all Yukon children that need support can access what they need and without a long wait time. We believe we should be giving children what they need, not just what we have time to give.

Impact of COVID-19

On March 23, 2020 we closed our doors to the public and all trips to the community were cancelled following information provided by Yukon's Chief Medical Officer. Staff were quickly organized and began providing online services to children and families through an on-line platform or over the phone. Most staff were working from home while others continued to work in the building. During this time, we continued to take new referrals, complete intakes and first visits and provide therapy. Program plans and materials were delivered or mailed to families as needed. In May, we submitted a plan to WCB which included safety measures that would allow us to provide services to children at CDC and in childcare centres as needed. This plan will be updated in August and will include re-opening our building to the public as well as travel to the communities.

Children receiving services

- 2302 children, 0-4 years of age, resided in the Territory as of December; up from 2280 in December 2018.
- 1159 children were seen by the CDC since August 2019 up from 1085 children seen last year.
- 64% of children received services in Whitehorse, while 36% received services in their community.
- 452 children, 0-4 years, reside in the communities. CDC saw 436 children 0 – 5 years.

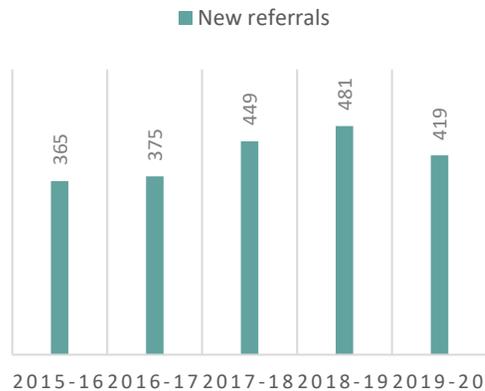


Referrals

Sources:

Families – 218
 Public Health – 126
 Community agencies – 12
 Doctors – 20
 Childcare – 20
 Other provinces – 8
 Social workers – 5
 Others - 10

NEW REFERRALS



Referrals decreased in March – May by 34% compared to last year due to COVID-19

Influences: Referrals and Service Pressures

- Population increased in the last 10 years
 - 18% increase in population
 - 32% increase in people 30 - 44, typical parenting age
 - 24% increase in children 0-4 years
- More families are seeking services as stigma for intervention decreases.
- Children and families are more complex (e.g. separation, divorce, blended families, newly immigrated families, medical conditions, traumatic experiences). This results in the need for more time to connect with families and increased social emotional issues.
- There has been an increase in referrals for medically complex children. These referrals cannot wait and require immediate services. This means that children families with important, but less pressing concerns, wait longer. In addition, the needs of these children does not diminish; increased services and collaborating with other agencies will continue for years.
- Feeding referrals have continued to increase and often go hand in hand with medically complex needs. There are 7 children waiting for service in this area.

Waitlist

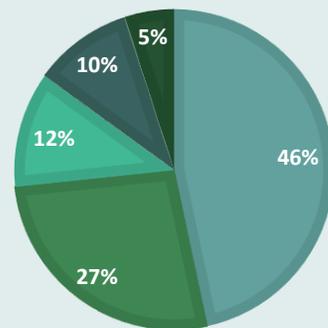
Wait time range:
 1 day – 322 days

Children waiting/waited for more than 6 months for ongoing services:
 68

We have a waitlist for all therapy services in Whitehorse. As of May 31, 2020, there were **101** children waiting for **119** services in Whitehorse.

CHILDREN WAITING FOR SERVICES

■ SLP 56 ■ DT 32 ■ OT 14 ■ PT 12 ■ Pysch 6



- Factors affecting wait list numbers:
 - This year, due to COVID -19, there were less referrals in March – June. Also, some families deferred services to the fall. Therapists took more children off the waitlist as a result.
 - Therapists picked up children, who had been waiting for months and who would be moving to kindergarten, for one session. This is not the service we would have liked to provide but given the time available it was the best we could offer.
- Our entry into services currently involves:
 - Phone call with caregiver to discuss their concerns and gather information and arrange a first visit with a therapist.
 - First visit with therapist to further discuss concerns, get ideas to try at home and talk about a plan moving forward.
 - Caregivers can call the therapist at any time while they are waiting for services.
 - We have called parents who have been waiting longer than six months to check in and see how things are going.
 - We offered 5 group sessions for parents which focused on things they can be doing with their child at home while waiting (e.g. managing strong emotions).

Our programs

<p>Outreach</p> <p>Visits to the communities this year</p> <p>53</p> <p>Communities travelled to</p> <p>14</p>	<p>Children who received services between August 20, 2019 – June 4, 2020</p>	Beaver Creek	5	<ul style="list-style-type: none"> • Trips from March 23 on, were cancelled due to COVID-19 • Early childhood therapy assistants were hired in eight communities to work with children between visits. • Teams met with stakeholders in the community: First Nations, childcare, school, community health and social workers. • We provided support to 11 childcare centres and the Early Learning coordinator visited 9 communities for the ELPS program. • We offered three Handle with Care sessions. • We continued to provide workshops as requested and attended community events such as CPNP lunches, health fairs and parent/child groups.
		Burwash Landing	5	
		Carcross	28	
		Carmacks	43	
		Dawson City	97	
		Destruction Bay	1	
		Faro	14	
		Haines Junction	54	
		Mayo	29	
		Old Crow	22	
		Pelly Crossing	25	
		Ross River	14	
		Teslin	20	
		Watson Lake	79	

<p>Whitehorse</p>	<ul style="list-style-type: none"> • There were over 750 children enrolled in therapy services, integrated preschool and the Follow Along Program in Whitehorse. • We visited 30 childcare centres to see children and provide support. • 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. • We worked with over 33 supported childcare workers throughout the territory, promoting collaboration and learning opportunities. • We hosted five pediatric clinics at CDC with Dr. Grueger, consisting of 30 appointments. She saw 10 additional children via Zoom when CDC closed to the public in March. • We provided four professional development sessions for ECEs. • We provided one Handle with Care facilitator training. <p>We ran six Handle with Care/Hanen groups for parents and ECEs. This is just one of many comments made by participants.</p>
--------------------------	---

“you realize you are not alone and that other parents are struggling with similar things”

“a wonderful and positive space to learn about your child’s speech development”

This year, a record 92 children and families participated in the transition process into kindergarten in Whitehorse and the communities, with 56 joint meetings scheduled.

Kwanlin Dun	<p>The Child Development Centre continues to partner with Kwanlin Dun First Nation to provide services to the children and families in the community. The team worked with over 60 children and their families in homes, in the community, at Dusk'a Headstart Family Learning Centre and at other childcare centres in Whitehorse. A waitlist for children in this community was started this year due to the number of children referred and hours available. We received funding from Jordan's Principle to increase the developmental therapist by .2 FTE. In a recent survey 15/15 families said the services were helpful and that their values and opinions were respected. 14/15 said they learned something for CDC staff they can use at home with their child.</p>
Follow Along	<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, 58 were identified as needing more service and were transferred to a program where they received therapeutic intervention.</p>
Child and Youth Diagnostic and Support Team	<p>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. A separate report for the Child and Youth Diagnostic and Support Team is available. Some of the highlights included:</p> <ul style="list-style-type: none"> • There were 18 new referrals to the preschool (14) and school age (4) teams between June 1, 2019- June 1, 2020. • The preschool team completed the full 10 assessments, plus one extra for a child scheduled to transition to kindergarten: 2 FASD, 7 ASD and 2 Complex Behaviour. There are 16 children waiting for assessments for the next programming year. • The team created a screening tool for internal ASD assessments that will help determine if an ASD assessment is appropriate and if so, what type of assessments will be utilized to best meet the diagnostic needs of each child. • CDC continued to participate in the Yukon FASD Inter-agency Advisory Committee.

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 performance

A performance measures report for August 2019 to June 2020 will be available in September 2020.

Effectiveness	<ul style="list-style-type: none"> ➤ 97% of children achieved or partially achieved their goals ➤ Survey Question: Did you learn something you can use to work with your child at home? <ul style="list-style-type: none"> 97% of caregivers attending a parent training session responded positively 100% of families receiving therapeutic services in Whitehorse responded positively ➤ 93% of early childhood educators (ECES) who attended a PD session at CDC said they learned something they can use in their work
Access	<ul style="list-style-type: none"> ➤ 97% of families were contacted within 15 days of their referral to talk about their concerns and set an appointment for an initial consult ➤ 90% of families were given the opportunity to meet with a therapist for a first visit within 35 days of referral
Family satisfaction	<ul style="list-style-type: none"> ➤ 99% of families said their first visit with a therapist was good or great ➤ 98% of families receiving therapeutic services in Whitehorse said the services were helpful
Stakeholder Satisfaction	<ul style="list-style-type: none"> ➤ 95% of ECEs that received support from the Early Learning Program Support team said the services they received were helpful

Comments from families

“I’m an active participant in the whole process and I feel like my voice is heard, what matters to me, matters...You don’t experience that very often.”

“They are adaptive for each family, very accessible and practical and delivered in a compassionate and non-judgmental way.”

“Everyone at CDC is amazing. I know that I can ask, be heard and respectfully answered.”

Comments from ECEs

“I felt like I am more effective early childhood educator because of all the ideas and strategies.”

“Offered lots of strategies to help with behavior as well as materials.”

Looking ahead

The board and management team will continue planning during the COVID-19 pandemic to ensure we deliver services to children and families in a timely and safe manner. We will be making changes to the Integrated Therapeutic Preschool as a measure to address safety concerns and as a chance to explore new ways of providing services to more children. Implementing our new Jordan’s Principal proposal will also be a priority and we will work collaboratively with families and communities to ensure we are meeting the needs of Indigenous children. We will be preparing for our third accreditation survey through the Commission on Accreditation for Rehabilitation Facilities set to take place in November. We look forward to our continued partnership with Family and Children’s Services to explore opportunities to increase permanent FTEs to reduce wait times and to better meet the needs of children in our community.

In conclusion

As I reflected on this past year, I wanted to take the opportunity to thank the families, community, government, board and staff who all play a piece in making the Child Development Centre a wonderful place. We should be proud of what we have accomplished together in the last 40 years and I am confident we can continue to provide quality services and support for families in the Yukon for many years to come. I feel extremely privileged to have the opportunity to work every day with such amazing people and to congratulate Leona Corniere (30), Claire Levesque (25), Janine Privett (15), Debra Kapaniuk (10), Christel Bartczak (10), Sue Herbrick (10) and Kyla Flynn (10) on their long service awards.

Respectfully submitted by Alayne Squair, Executive Director