

The logo for ERINOAK Kids, featuring the word "ERINOAK" in blue and "Kids" in green with a stylized leaf icon to the right.

**ERINOAK**Kids

Centre for Treatment and Development

# A Year of Discovery

2018/2019  
Annual Report

---







## About ErinoakKids

---

ErinoakKids Centre for Treatment and Development is currently Ontario's largest children's treatment centre, serving 17,000 children and youth annually who have physical and developmental disabilities, autism, communication disorders, and vision or hearing loss. We offer therapy, medical and support services for children and youth in Halton, Peel, Dufferin County and beyond. Our mission is to help each child discover and reach optimal levels of independence, learning, health and well-being.

## It Has Been a Year Full of Discoveries at ErinoakKids

### *A message from President and CEO Bridget Fewtrell and Board Chair James Sutherland*

---

It is hard to believe we have had the privilege of serving clients in our three new purpose-built facilities for more than a year. A year where we have been able to continue to offer the supportive and professional care to clients that we always have, but in facilities that allow for even more innovation, exploration and discovery.


Since opening the doors to our new facilities, we have witnessed our clients make so many discoveries: new passions such as cooking in our Activities of Daily Living kitchens, and new skills such as rock climbing in our gyms, and general play skills in our therapeutic playgrounds. More importantly, our clients have discovered their own potential and newfound self-confidence.

Bridget Fewtrell, President & CEO and  
James Sutherland,  
Chair, Board of Directors

In addition, we have explored new services to offer, such as the age 18+ respite pilot at our Regional Respite Centre in Brampton, and providing services to families impacted by fetal alcohol syndrome disorders in Peel.

We are proud to share just some of these discoveries in the 2018/19 annual report. We look forward to many more new discoveries in the years to come.





“She truly believed in him.”

## ErinoakKids Helped Ismaeel Discover Skills and Independence

When Ismaeel was 16 months old, he was developing typically. He had a few words, would point to what he wanted and made eye contact. But all of a sudden, he regressed. He wouldn't make any sounds, refused to make eye contact, and slipped into his own world, unaware and uninterested in what was going on around him.

Eventually, Ismaeel received a diagnosis of autism, was connected to ErinoakKids and participated in Naturalistic Developmental Behavioural Intervention, or NDBI. In this program, parents are coached in their homes, in daily routines such as dressing, meals, playing, transitions and sharing, with the goal of actively engaging the child.

“We were a little fearful at first,” explains Layla, Ismaeel's mother. “But our therapist, Caroline Centurami, gave us so much confidence. She had different ideas on how to engage him and truly believed in him.”

With coaching from Caroline, Ismaeel started to re-engage with the world outside the one he had created for himself. Today, at the age of three, he has a role in daily family activities, including helping to clean up after meals and taking out the garbage. He began playing hide-and-go-seek with his two older brothers, and enjoying time at the park. He learned

to wash his own hands, and with support from an ErinoakKids occupational therapist, began feeding himself and drinking from a cup.

“The NDBI program showed us how to get into his world and bring him out to join us,” says Layla.

Layla and her husband Ash are hoping that Ismaeel will start daycare later this year – a concept that wasn't even thinkable a year ago, as they were afraid he would run away or yell at the other kids. But now they're confident they can work with the teachers to make daycare a positive experience.

“If it wasn't for this program and Caroline's coaching, I'm not sure where we'd be today,” says Layla. “We are helping Ismaeel discover so many skills and become independent.”





# 2018/2019 Milestones



## ErinoakKids Officially Opens New Buildings

In April and May, ErinoakKids was joined by government officials, clients and families, donors and other community partners to officially cut the ribbon and open our three new facilities.

The Beamish Family of The WB Family Foundation (pictured are Bob, Marilyn and daughter Heather Beamish, sons Brian and Dave not pictured) with James Sutherland (second from left) and Bridget Fewtrell (second from right)

## New Smilezones Installed, Prompting Visit From Superstar Alessia Cara

Smilezone Foundation Ambassador and international pop superstar Alessia Cara, who hails from Brampton, celebrated the unveiling of new smilezones at the Brampton facility in August. Smilezones create relaxed and fun atmospheres designed to make children feel comfortable and confident during therapy. Smilezones were also installed in the Halton and Mississauga facilities in early 2019.

Scott Bachly, Co-Chair, Founding Member, Smilezone Foundation with Alessia Cara and Bridget Fewtrell



## ErinoakKids Assumes Responsibility for School Based Rehabilitation Services

On January 1, ErinoakKids started managing the School Based Rehabilitation Program contracts for physiotherapy, occupational therapy and speech therapy in publicly funded schools in Peel, Halton, Woodbridge and West Etobicoke. Over 14,400

clients were successfully transferred from the Local Health Integration Networks, 1,800 clients were moved off of the waiting list and waiting times were reduced by an average of six months.



## Successful Pilot Program for Young Adults Aged 18+ with Complex Needs

With the support of the Mississauga Halton Local Health Integration Network, ErinoakKids implemented a 9-week pilot program (between September 2018 and January 2019) for 21 individuals between the ages of 19 and 33 who are completely dependent on others for all of their care and needs. Age-appropriate out-of-home respite options are extremely limited. Based on the success of the pilot, ErinoakKids is working to secure sustainable funding to offer this service on a regular basis.

## Efficiencies Delivered for Seating Clinic Clients and in Registration and Health Records

Significantly shorter wait times for families were the outcome after an internal review of seating clinic services prompted a conversation with vendors to discuss expediting their processes. Seating clinics were also expanded to all three ErinoakKids locations. Reducing paper and increasing efficiency were the goals when the Registration and Health Records teams implemented an electronic document filing system, giving physicians the ability to use speech recognition software to dictate reports directly into the electronic health records.

## FASD Services Launch in the Region of Peel

In the fall, ErinoakKids launched Fetal Alcohol Spectrum Disorder (FASD) Worker Services in the Region of Peel. Services include parent-initiated consultations with the FASD Worker and clinics and workshops. More than 30 clients are receiving FASD services at ErinoakKids.

## Plans Begin for New Autism Services at ErinoakKids

The Ministry of Children, Community and Social Services announced changes to the way Autism Services are funded in Ontario, effective April 1, 2019. ErinoakKids will no longer receive funding from the government to provide autism services. In order to continue serving children with autism and their families, ErinoakKids began to develop new Autism Services based on a fee-for-service model, along with a plan to market them, while continuing to deliver the high quality of therapy and care for children with autism for which we have become known. For more information, please visit [erinoakkids.ca/autism](http://erinoakkids.ca/autism).







“She can’t wait to go in and have fun.”

## Respite’s Impact on a Family’s Well-Being

It’s hard to ignore 15 year-old Isabelle when she walks into a room. Her smile and laugh are contagious and she radiates energy. She loves to play with balls, blocks, and other people. Even though she’s non-verbal, she clearly communicates what she needs and wants.

Isabelle needs to be supervised and kept busy at all times, which for parents John and Doreen, can be exhausting. They both work full-time and don’t have family nearby to call on for help. It’s nearly impossible to do everyday activities such as grocery shop or go out for a meal with Isabelle. By the time Friday comes around, keeping Isabelle safe, busy and happy for the entire weekend can be daunting. So when the opportunity for Respite Care at ErinoakKids comes up, John and Doreen are quick to sign up.

“It’s such a relief to know we can take her to ErinoakKids Respite,” explains John. “We know she’ll have fun, be safe, and we’ll get a break.”

The ErinoakKids Saturday Day Respite Program provides respite care to children and youth with challenging behaviour needs, autism and other developmental disabilities that make it difficult for them to access community-based programs. The program runs most Saturdays during the year, out of ErinoakKids’ Mississauga and Brampton sites.

John remembers the first time they dropped Isabelle off at the Respite Program. “It was nerve-wracking; we had never left her with anyone before. We called a few times to see how it was going, and she had such a great time and was taken care of so well. The staff are loving, caring and so responsible. We have full confidence in them.”

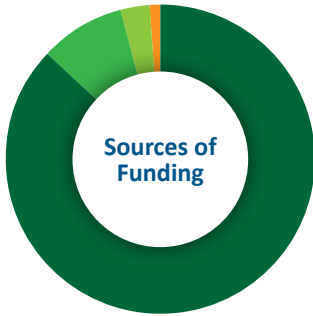
Respite is more than just a break for John, Doreen and their other daughter Nathalie. It’s a chance for Isabelle to connect with other kids and adults.

“Each time we drive up to ErinoakKids, she smiles and kicks her legs. Once she’s out of the car, she runs for the front door. She can’t wait to go in and have fun.”

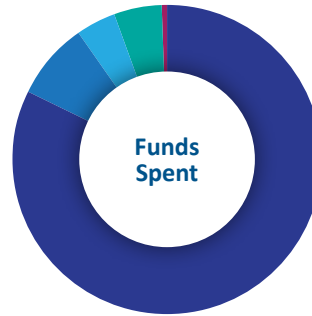


# Financials

## Fiscal 2018/2019



- 88.5% Ministry of Children, Community and Social Services (MCCSS)
- 8.5% Other Revenue
- 2.5% Regional Municipality of Peel
- 0.5% Donations and Fundraising



- 82.2% Programs and Services
- 7.8% Administration
- 4.4% Building Services
- 5.3% Other
- 0.3% Fundraising

### Fundraising Snapshot

\$2.46M Total Funds Raised | \$0.31M Fundraising Expenses

## ErinoakKids by the Numbers

### Clients by region

Peel	10,839
Halton	5,604
Dufferin	177
Other	566

### Clients by age

0 to 2	8,986
3 to 5	5,047
6 to 13	2,493
14 to 18	604
19+	56

### Clients by service

ADRS	856
Autism	1,030
Blind/Low Vision Services	63
Hearing & Audiology Services	1,040
Infant Hearing Screenings*	4,934
Medical Services	1,028
Occupational Therapy	2,883
Out-of-Home Respite Support	169
Physiotherapy	2,377
Recreation Therapy	699
Specialty Clinics	671
Speech Services	7,695



17,186  
Clients

221,383  
Appointments  
booked

115,216  
Visits

778  
Staff

331  
Volunteers

23,706  
\*Infant hearing  
screenings through  
partnerships



## 30 Years After Receiving Services From ErinoakKids, the Brannons Found a Way to Give Back



In 1981, Sandy Brannon, age 2, would be picked up by a transportation service and taken to ErinoakKids (then known as Credit Valley Treatment Centre) to

attend a nursery school for children with disabilities. Sandy had an undiagnosed physical disability that caused extreme muscle weakness, affecting her ability to move and breathe.

Sandy not only came to the centre to attend nursery school, but also received physiotherapy and occupational therapy. In fact, she was one of the first children to receive a motorized power vehicle and was supported by the centre as she transitioned into an integrated classroom at a public school. This was a brand new concept in the early 1980s.

Sadly, Sandy passed away in 1988. But ErinoakKids impact on Sandy's mother Karen (pictured left), remained strong.

"They were so good to her," Karen says. "They truly believed in her and worked

hard to help Sandy just be a kid. That made a huge impact on all of us."

In 2013, Karen heard that ErinoakKids was opening up a new facility in Brampton. She immediately knew she needed to be a part of it, as a way to give back and keep Sandy's legacy alive.

Karen and Sandy's father, Al, chose to donate to the Aspen wing of the Regional Respite Centre, allowing children and youth who are medically fragile and technology dependent to receive the best care possible, while their caregivers receive a much-needed break.

"I know how much families need this break," Karen explains. "And I know how important it is for the families to know their child is in a safe and caring place, like ErinoakKids."

### OUR DONORS

#### \$1 Million+

The Beamish Family  
The Giampaolo Foundation  
Orlando Corporation

#### \$500,000+

The Brannon Family  
The Longo's Family Charitable Foundation  
Ron Starr & The Starr Family

#### \$250,000+

Mentor College/TEAM School  
Michael McErlean Memorial Fund  
Sean & Lynne Seawright

#### \$100,000+

Air Canada Foundation – Fondation Air Canada  
BMO Financial Group  
Boundless Biomechanical Bracing  
CIBC  
The Elia Corporation  
Ernie Kuechmeister  
The Frank & Azniv Lochan Family Foundation Flow Through Fund (a fund held within the Oakville Community Foundation)  
The Oakville Community Foundation  
RBC Foundation  
Rotary Club of Brampton  
The Sam Sorbara Charitable Foundation  
Scotiabank  
TD Bank Group

#### \$50,000+

Gerald Beasley  
In Memory of Sandra Leigh Brannon  
CGOV Foundation (Jacqueline Rosevear Fund)  
Goodyear Canada Inc.  
Bonnie & Terry Jackson  
The KPMG Foundation  
Pitty & Paul Kelly  
Stephen & Carol Mitchell  
Rotherglen School  
Dr. Dale Schisler  
The Stout Monk  
TACC Construction Ltd.

The Trends Cares Foundation  
The Wyndham Group-Raymond James Ltd.

#### \$25,000+

Accenture Inc.  
Alectra Utilities Inc.  
Anonymous  
A. W. B. Charitable Foundation  
Patrick & Naomi Bartlett  
Steve & Sharon Bishop  
Rick & Alison Campbell  
The Canadian Progress Club of Brampton  
The Chisholm Family  
Dr. Chris & Mrs. Karen Cobourn  
The Community Foundation of Mississauga  
Lilly & Maksim Cucuz  
The Erin Mills Development Corporation  
Bridget & Dave Fewtrell  
George Weston Ltd.  
GoodLife Kids Foundation  
Matthew & Rose Horan  
The Horlor Family  
Peter & Margie Kelk  
May Court Club of Oakville  
Susan & Mike Miller  
Mississauga Credit Valley Lions Club  
Frank & Paul Molinaro and Family  
O2G Secured Capital  
Keith Powell & Cynthia Struthers  
Jim & Yola Rager Family Foundation (a fund held within the Oakville Community Foundation)  
Rotary Club of Mississauga West  
The Shorey Family Foundation (a fund held within the Oakville Community Foundation)  
STYLUS Asset Management Inc.  
James & Brenda Sutherland  
The Waugh Family Foundation

#### \$10,000+

Anonymous (2)  
Bourassa Savaria Foundation  
The Brown Family  
Credit Valley Golf and Country Club

Francisco Fusillo  
Frank Giovanazzo  
Robert Hofmann & Family  
Sherry Hopkins & Dave Stoddart  
JCS (Jarden Consumer Solutions) Canada Charity Fund  
Lions Club of Mississauga Central  
Milton Chapter Harley Owners Group  
Newman's Own Foundation  
Parents Supporting Dancers of the Dance Factory  
PGI – In Memory of Ryan Ioannou 2011  
Frances Phipps  
Marni & Rick Przybylski  
Deb & Ken Pustai  
Regional Municipality of Halton  
Rotary Club of Oakville West  
Rotary Club of Streetsville  
Scotiabank (Dundas & Neyagawa, Oakville)  
Michael & Christine Selim Foundation  
Marilyn Simons  
Smilezone Foundation  
Softchoice Corporation  
State Street Foundation  
Teknion Corporation  
Telus Corporation  
United Way of Greater Toronto  
United Way of Peel Region  
Williams Wilson Sherport Foundation  
Eve & Peter Willis  
Graham & Gale Wright

#### \$5,000+

1405611 Ontario Inc.  
Anonymous  
Automated Fire Protection Systems Inc.  
Meeta Bains  
Paul & Brenda Barrington  
Craig Bethune  
Caron-Thornhill Family  
Lorna Dean  
Christina Djokoto & Russ Weimer  
Pauline Eaton & Dave McMullan  
Fiera Capital Corporation

Kimberley Griffiths  
Christine Hartley  
The Hunt Family Charitable Foundation  
Hydro One Brampton Charity (Alectra Utilities)  
Hydro One Brampton Networks Inc. (Alectra Utilities)  
Robert Jones & Joan Manwaring  
Kiwanis Club of Oakville  
Knights of Columbus Heart Lake Council #9108  
Knights of Columbus John Fitzgerald Kennedy Council #5523  
Kristian Knibutat  
Gus & Mary Anne Longo  
Rosanne & Frank Maiurro  
The Mibus Family  
Mississauga Classic Car Club  
Ben Mulrone  
Notre Dame Catholic Secondary School  
Oakville Shrine Club  
Otto Bock HealthCare Canada Ltd.  
Drew & Angela Pallett  
Parkin Architects Limited  
Procor Limited  
Raymond James Canada Foundation  
Erica Roberts  
Rogues Restaurant Inc.  
Saint-Gobain Corporation Foundation  
David Schliefer  
Should I Stay or Should I Go Productions  
Don Stewart  
Kathy & Bob Swaile  
Kevin Travers  
David Trudel  
Pamela Turnbull  
John Weber  
Westmoreland Beaver Bible Class  
Dave Whyte  
The Larry & Gerry Wilson Family Fund (a fund held within the Oakville Community Foundation)

For a complete list of donors, visit [www.erinoakkids.ca](http://www.erinoakkids.ca)