



Moving forward, together

2021/2022
Annual Report



Moving forward, together.

A message from President and CEO Bridget Fewtrell and Board Chair Patrick Bartlett

Bridget Fewtrell: We have been both happy and fortunate to come back together this past year, to see so many familiar faces in the halls of our beautiful facilities and to meet new clients, families and staff. We've leaned on and supported each other, as we have always done, to find new and innovative ways to deliver the best possible care to our clients and their families. We've renewed our focus on respite care and on raising funds to support our unique respite programs, truly critical services for families after the time of isolation brought by pandemic conditions. We've continued planning for a bright future.

This Annual Report reflects another year of hard work, of dedication and of progress. Through every challenge and in every success, our staff, our Board, leadership team, volunteers and donors have remained focused on ensuring excellence of service to our clients and their families. Because of them, ErinoakKids remains a warm and welcoming place for those who need us. I am so proud to share the story of 2021/2022 with you.

Patrick Bartlett: This message marks my last as Chair of the Board of Directors for ErinoakKids Centre for Treatment and Development. I have been honoured to serve this Board and this community. We have reached many milestones together, weathered many storms, and celebrated many successes. I am and have always been proud to live in a community where a place like ErinoakKids exists, where children and youth can access the services they need in facilities specifically designed for them, to help each reach their individual goals.

There are so many exciting things on the horizon and so much to look forward to. My thanks to current and former Board members for their support and for their hard work, to our President and CEO for her leadership, to the dedicated staff of ErinoakKids and to all supporters of this incredible organization. I will continue to steward ErinoakKids in all that it does through ongoing service at the Board level as a Director.



ErinoakKids joins CCDI to become an Employer Partner



**EMPLOYER
PARTNER**

The ErinoakKids catchment area includes some of the country's most diverse communities; we proudly serve families across Oakville, Mississauga, Brampton and Orangeville.

We celebrate the importance of an inclusive environment, welcoming and respecting the differences of our clients and their families, employees, volunteers and community partners.

ErinoakKids is proud to be an Employer Partner with the Canadian Centre for Diversity and Inclusion (CCDI), providing educational and training resources that will support our ongoing efforts to deliver and enhance diversity and inclusion initiatives.

About ErinoakKids

ErinoakKids Centre for Treatment and Development is Ontario's largest children's treatment centre, serving more than 25,000 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.



The value of respite care

As infection rates lessened over the past year, ErinoakKids worked to safely reinstate critical respite programs across our sites. With rigorous safety protocols in place, we resumed both day and overnight respite programs for children, youth and young adults in June 2021. While temporary closure was necessary to protect the vulnerable clients we serve, pandemic related closures only exacerbated the stress and isolation felt by families providing round-the-clock care for their children.

Respite provides parents and caregivers much needed downtime to focus on taking care of themselves while their children are cared for in a safe and nurturing environment. Specialized staff provide professional and personal care to participants who can swim in the heated pool, participate in recreational and therapeutic programs, establish social connections and access stimulating spaces like the Snoezelen sensory room. Parents and caregivers can rest, knowing that their child is being cared for in a safe, welcoming space purpose-built to meet their needs.

Providing day to day care for a child, youth or young adult with complex health needs, developmental disabilities, or considerable behavioural challenges, can be very stressful and overwhelming for families. It is physically and emotionally demanding and there can be little opportunity to recharge and refocus.

ErinoakKids is proud to provide this **unique and essential service for families in our community**. As it is a largely unfunded service, it continues thanks to the support of our friends and donors. To learn more about how you can help, visit www.erinoakkids.ca/waystogive.



2021-22 Highlights

The ErinoakKids mission is to help children and youth with physical, developmental and communications disabilities achieve optimal levels of independence, learning, health and wellbeing. New funding from our Ministry this year allowed for the recruitment of more than 200 new staff across the organization to provide medical, therapy and support services for the children, youth and their families we are so privileged to serve.



- The expansion of **non-sedated and sedated Botox clinics**, offered in partnership with Trillium Healthcare, to treat spasticity caused by Cerebral Palsy and similar disorders such as acquired brain or spinal injuries.
- A **Multidisciplinary clinic** launched to better support clients with Cerebral Palsy and Neuromotor disorders.
- The successful recruitment and training of additional audiologists and screeners for the **Infant Hearing Program**, allowing for more hearing assessments for our smallest clients, and an expansion of our hearing aid dispensary.
- Wait lists for **Preschool Speech and Language** programs were reduced by three months on average, with a 30% reduction in the number of clients waiting. These programs help young children with understanding



others, and give them the tools they need to express their thoughts, ideas and feelings.

- New Developmental Pediatricians, a Complex Care Pediatrician and a Pediatric Physiatrist, supporting a **36% increase in unique clients serviced in medical clinics**.
- The continued expansion of our **School Based Rehabilitation Services (SBRS)** supported student participation in school activities through Occupational Therapy (OT), Physical Therapy (PT) and help with communication through Speech Language Pathology (SLP).
- For children and youth registered in the Ontario Autism Program, the **Caregiver - Mediated Early Years Program** launched in April 2021, helping parents and caregivers of young children learn strategies and techniques based on their child's specific needs.
- Funding from the Ministry of Children, Community and Social Services (MCCSS) awarded in fiscal 2021/2022 will allow for the expansion of key programs in 2022/2023, including the **Entry to School Program** for children preparing to transition into school, and **Urgent Response Services** to support families in preventing escalation of risk of harm.



Improving transitions from youth to adult health care services

Jon Greenaway, Transitions Consultant at ErinoakKids, provided recommendations towards the *Transitions From Youth to Adult Health Care Services Quality Standard* supported by Ontario Health, alongside the Provincial Council for Maternal and Child Health (PCMCH) and other health care professionals. Jon's participation resulted in meaningful impact and improvements of the health care journey for children, youth and adults with disabilities in Ontario.



Championing culture through our Workplace Culture Team

The new Workplace Culture Team is comprised of staff representing various departments across the organization who champion and model ErinoakKids' desired culture and values, helping create a positive, respectful and inclusive work environment for staff, clients and families at all levels of the organization.

The committee provides support, advice and recommendations with the goal of bringing our desired culture and values to life, respecting and fostering engagement, and supporting the development and sustainability of a high-performing, client serving organization.

Better together for healthy communities

Mass vaccination was a critical step in ensuring the health of our communities this past year. As a Children's Treatment Centre, our child-friendly facilities were an ideal location to host vaccine clinics, offering a calm and familiar setting for kids.

From December 2021 to the end of March 2022, clinics at ErinoakKids enabled Peel Public Health to administer more than 3,500 doses of COVID-19 vaccine to children aged 5 through 11.

ErinoakKids is proud to support our public health colleagues with the assistance they needed in our collective efforts against COVID-19.



New Life Skills Guide

ErinoakKids, in partnership with Holland Bloorview researchers and healthcare and service organizations, contributed expertise on the the development of a new and comprehensive Life Skills Program Guide for service providers or youth living with disabilities. These young people often lack opportunities to develop life skills and peer relationships as they mature. This guide further enhances the ErinoakKids Independent Living Program supporting clients age 16-19, teaching skills of daily living to help them gain greater independence as they embark on adulthood.



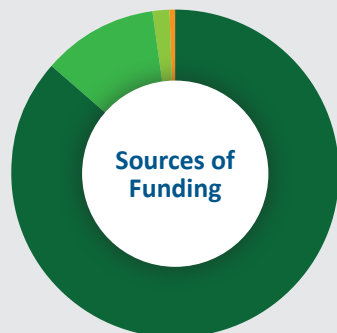
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*I want to thank ErinoakKids
staff for helping me raise
my daughter.*

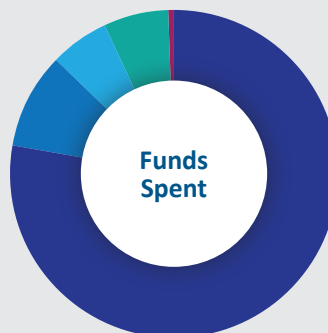
*She has turned into a
beautiful and smart young
lady and it's really nice to
have the support and
I thank them very
much for that.*

”

Financials Fiscal 2020/2021



83.6% Ministry of Children, Community and Social Services (MCCSS)
14.6% Other Revenue & Deferred Capital Contribution
1.7% Regional Municipality of Peel
0.1% Donations and Fundraising



80.1% Programs and Services
9.7% Administration
4.3% Buildings and Grounds
5.8% Other
0.1% Fundraising

ErinoakKids by the Numbers

Clients by region

Peel	15,765
Halton	8,092
Dufferin	673
Other	656

Clients by age

0 to 2	10,907
3 to 5	4,258
6 to 13	8,781
14 to 18	1,091
19+	149

Clients by service

ADRS	617
Autism	3,113
Blind/Low Vision Services	57
Hearing & Audiology Services	867
Infant Hearing Screenings*	6,078
Medical Services	832
Specialty Clinics	592
Occupational Therapy	1,539
Out-of-Home Respite Support	103
Physiotherapy	1,866
Recreation Therapy	443
Speech Services	6,723
Family Support Services	2,070
School Based Rehabilitation Services	9,985
Consultations to schools/childcare	1,425

22,405

Community
Off-Site Visits

25,186

Clients

95,449

Virtual Visits

58,260

On-Site
Visits

223,298

Appointments
Booked

819

Staff

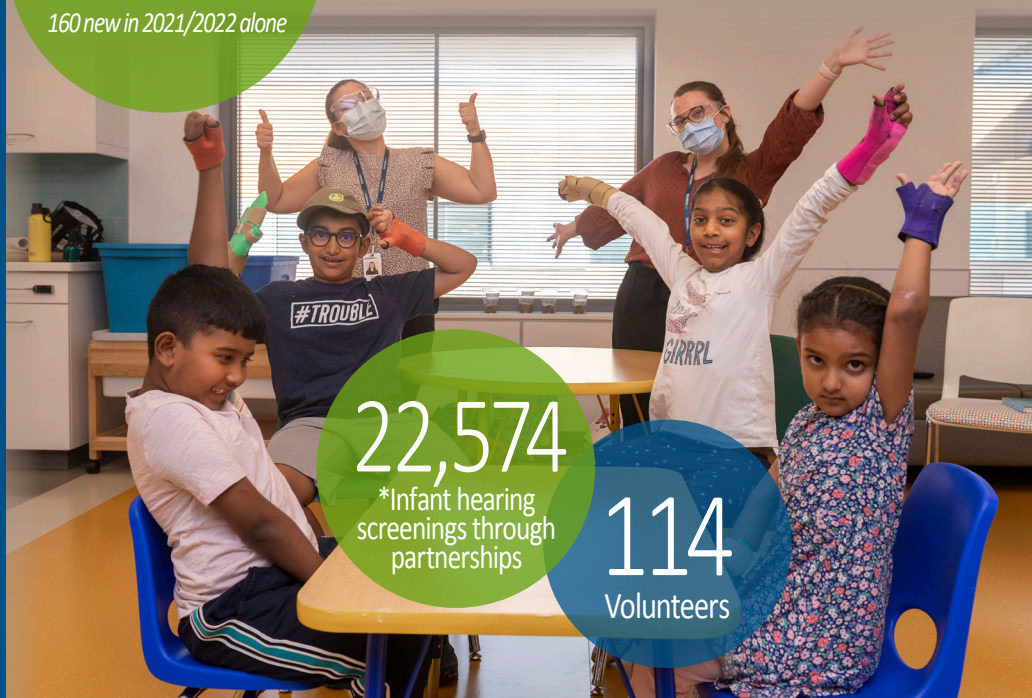
160 new in 2021/2022 alone

22,574

*Infant hearing
screenings through
partnerships

114

Volunteers



The generosity of our supporters changes lives



Thanks to the generosity of donors this past year, ErinoakKids has made significant strides towards resuming normalcy in our respite programs and achieving our long-term goals. With the reprise of both our day and overnight program for teens and young adults in June 2021, and the hiring of specialized staff for our Medically Fragile Technology Dependent clients, we expanded respite offerings to include two weeks of overnight respite per month to young adults with medical complexity. We also expanded our Saturday Day Respite to include our Oakville site – in addition to Mississauga and Brampton – increasing hours of service and reducing our waitlist.

These critical enhancements were made possible by so many in our community who believe in the mission, vision and values of ErinoakKids and the incredible work that happens here each day in service to our clients and families. ErinoakKids supporters are making a difference and ensuring much needed respite care is available to families who need it most.

Our donors

Celebrating our supporters

Thank you to all of our very generous donors who have contributed to ErinoakKids from 2021 - 2022.*

\$30,000+

Karen Brannon
The Waugh Family Foundation

\$15,000+

Anonymous
La Cie McCormick Canada Co.
Rick & Alison Campbell
Sanjeev & Sushma Gupta
The Mariano Elia Foundation

\$5,000+

Anonymous
CGOV Foundation
Domino's Pizza (Teams Empire & Tenfold Inc.)
Ernst & Moni Kuechmeister
Goodyear Canada Inc.
Marni and Rick Przybylski
Mississauga Credit Valley Lions Club
Mississauga Firefighters
Benevolent Fund
Patrick & Naomi Bartlett
Rotary Club of Brampton
The KPMG Foundation
The Larry & Gerry Wilson Family Fund
The Oakville Community Foundation

\$1,000+

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Carson-Thornhill Family
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Tara Conley

All donors including those who donated from \$1 to \$499 can be found on erinoakkids.ca/supporters