

ErinoakKids, beyond.



ANNUAL REPORT 2023–2024

ErinoakKids, beyond.

A message from President & CEO, Chris Hartley

What an amazing year it has been.

When I think of the clients, families, and staff that walk through the doors of our centres, I can't help but reflect on the ways their experiences extend beyond ErinoakKids. For the children and youth who work towards achieving their goals, for their family members or caregivers who see the impact of our programs and services in their child's life, for staff with a deep connection to their work. For all of us, the incredible experiences inside these walls have significant impact, outside.

ErinoakKids, beyond.

In these pages you will meet a new ErinoakKids Board Director, Scott and his daughter, Olivia, whose time in respite has given her a meaningful break to make friends, play and learn. And Mia, who has received physiotherapy at ErinoakKids since she was 18 months old and will attend Appleby College on a full scholarship in the fall of 2024. They are just a few of the countless stories of how our programs and services help our clients and families grow beyond what they may have considered possible.

This Annual Report reflects another year of dedication, hard work and pushing the envelope. We are humbled and proud to be able to highlight stories from amazing individuals that have grown through our programs, and to give you a glimpse into what we have been up to in 2023/2024.

Thank you for taking the time to explore these pages. I am so grateful to get to watch all of the incredible and inspiring work that goes on at this organization. ErinoakKids will always be a warm and welcoming place for those who need us. Watching everyone here grow beyond their potential is truly, an inspiration.



CHRIS HARTLEY

President & CEO

SCOTT & OLIVIA'S STORY

Beyond Rec Therapy, Respite and the Board of Directors: Evening bike rides



Scott joining ErinoakKids' Board of Directors goes beyond wanting to have an impact on the organization's decision making. He has a very special connection to ErinoakKids.

When Scott's daughter Olivia was just two years old, she was diagnosed with global developmental delay. After her referral, Olivia started her journey at ErinoakKids through speech and language, occupational therapy and music therapy programs. Olivia and her family have been with ErinoakKids for most of her life.

"She is just so lovely to be with," says Scott. "At the moment, she doesn't speak, but I am still holding out for the day she says 'Dada.' What we love to do most together is go on our nightly walks. It's our thing."

When Scott and Olivia go on their evening stroll, Olivia takes the modified bike she received with the help of the physiotherapy staff at ErinoakKids. Scott walks beside her, and together, they go slow and enjoy each other's company.

"Having Olivia as my daughter has helped me in many ways," says Scott. "I work in financial services, where I give investment advisors wealth management advice. When we had Olivia, I really saw a gap in disability planning. The advisors I worked with did not do Registered Disability Savings Plans, and I remember flagging how that wasn't going to help my family or families like mine, so I really made sure parents like myself have the knowledge they need to plan for their child's future."

"I advocate for parents of children with disabilities in my work, but I was looking to take it further," says Scott. "And I asked myself, 'How do I take my passion for disability advocacy and apply it not only in my work, but outside of it? Where should I give my time?' The Board of Directors at ErinoakKids was the perfect fit."

Scott says Olivia has not only changed him and his wife's life, but the lives of his two sons as well.

"She makes all of us better," says Scott. "My younger son has started volunteering with children with disabilities in Oakville. Olivia teaches all of us to be patient and loving."

Olivia especially enjoys the time she spends in respite at ErinoakKids. She loves to be able to ride her bike, relax and be around friends.

2023–2024 HIGHLIGHTS

At ErinoakKids, it is our mission to help children and youth with physical, developmental and communication disabilities achieve optimal levels of independence, learning, health and wellbeing. Check out some of our 2023/2024 highlights!

Autism Services

With an expansion to Halton, the popular Entry to School (ETS) program for children with Autism is now available at each of the three main ErinoakKids sites.



Preschool Speech and Language (PSL)

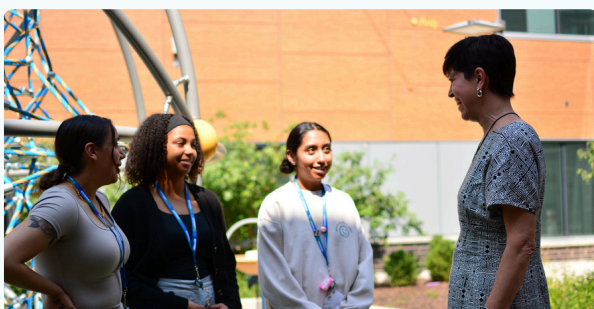
“Building Blocks” groups of integrated professionals supported the communication and behavioural needs of children and offered clinical teams a chance to share learning and expertise.

Integrating Speech Language Therapy Assistants (SLTAs) into ETS classrooms fostered a language-rich environment for all, addressing speech and language needs directly within the daily routine of young children with autism preparing for kindergarten.

School-Based Rehabilitation Services (SBRS)

With the launch of “Write-On”, parents of children with fine motor challenges can drop in to receive support to help their children thrive!

This year, 19 post-graduate students were supervised by SBRS professionals across various disciplines. A total of 48 students completed placements at ErinoakKids in 2023/2024.



2023–2024 HIGHLIGHTS

Family Engagement and Professional Practice

Family and stakeholder consultation informed a new vision for the future of Family Engagement at ErinoakKids, including establishing a new, dedicated team led by those with lived experience of the organization.

Families are critical partners in supporting children and youth to reach their full potential: at ErinoakKids, the voices of parents, caregivers and clients are essential to delivering excellent care.



Finance

The ErinoakKids finance team continued to support families by diligently processing final payments and reconciliations for individual funding contracts. Refunds were issued to families in a timely manner and the team celebrated another clean audit.



Infant Hearing Program (IHP)

Growing Little Listeners launched this year to support families with children who are deaf or hard of hearing. Parents connect, share experiences, and learn from each other; and their children benefit from a comprehensive and collaborative approach to early intervention. Positive feedback from families reinforced the importance of empowering parents and fostering a strong support network.

Collaboration with Peel Police

Through the Peel Police Autism collaborative, new police recruits visited ErinoakKids Brampton weekly to inspire understanding, empathy, and positive connections between law enforcement and our clients with autism.

The “Reach For It!” program continues to make a profound impact on the lives of children and youth with FASD. Positive relationships between vulnerable young people and law enforcement builds trust and breaks down barriers. To date, more than 300 Peel Police Officers have participated in these sessions. Families reported that they finally felt their child was seen and heard, while children said the police officers were “not scary.”



2023–2024 HIGHLIGHTS

Organizational Migration to Microsoft 365

Led by the Digital Health team, the migration of all staff to Microsoft 365 marked a significant enhancement in communication and real time collaboration, making operations more agile and responsive to the needs of our families.

Staff

Our twice-yearly All Staff (in person) meeting in the spring and fall allowed for celebration, learning and planning. In June 2023 we celebrated 43 staff marking more than 10 years at ErinoakKids!

The People & Culture team launched two new committees this year: the Culture Committee and the Diversity, Equity & Inclusion (DEI) committee! The Culture Committee meets regularly to help promote, address, and work on shaping the staff culture here at ErinoakKids. The DEI committee has taken charge of fostering a culture of diversity, equity and inclusion at ErinoakKids. They promote and encourage the DEI objectives of our organization and help ensure everyone feels included, respected and supported.



Respite

After a short pause, an enhanced respite service at ErinoakKids re-opened gradually in phases through the summer and fall of 2023: fully integrated into the many other services we offer, supported by permanent staff with longer hours of care and added service options, in compliance with the new Quality Standards Framework (QSF). This new service was made possible through the efforts of teams across the organization, from HR to Facilities, to Clinical Services to Decision Support, and would of course not be possible without generosity of our donors.



Implementation of the IHP Phone Queue and Screening Data Streamlining

The CLASS (Clinical Administrative Support Services) team implemented the Infant Hearing Program (IHP) phone queue, significantly improving the processing of IHP screening data. This streamlining enabled timely reporting to Newborn Screening Ontario, facilitating early identification and intervention for babies with CMV/meningitis. This team's commitment to optimizing this process underscores their dedication to providing the best possible care.

2023–2024 HIGHLIGHTS

A Commitment to Sustainability

All three ErinoakKids sites are LEED-certified by the Canada Green Building Council. LEED (Leadership in Energy and Environmental Design) is an international symbol of sustainability excellence and green building leadership.

Our commitment to keeping our sites healthy, cost-saving and highly efficient continues year after year. This year, our Facilities team furnished all three of our buildings with new LED lighting, switching out 1,000 fluorescent bulbs for new, energy-saving LED bulbs. This change keeps energy costs low across all sites and lowers our carbon footprint.

Brampton now includes an awning in the pavilion that allows clients to play outside deeper into the winter months and keeps sun exposure to a minimum during the summer!



Highlighting our Board's support

Thank you to our Board of Directors for their dedication to ErinoakKids! Your support, guidance and commitment makes this organization a better place.

Board of Directors Cycle 2023/ 24

- Steve Bishop (Board Chair)
- Nancy Anderson
- Patrick Bartlett
- Carolyn Bell
- Dr. Sue Bookey-Bassett
- Matt Horan
- Paul Kelly
- Judith Pascoe-Wong
- Jamie Sutherland
- Sana Worley
- Scott Sullivan
- Liana Hart



MIA'S STORY

Beyond Recreational Therapy: Mia's Journey to Appleby College

When Mia was born, doctors discovered she had cerebral palsy, which has never stopped Mia from reaching her full potential. Her family started their journey at ErinoakKids when Mia was just 18 months old. She has been attending recreational and physical therapy with us on and off for 11 years.

"We have seen her here at ErinoakKids since she was really little," says her physiotherapist, Heather. "Throughout her whole life we have helped her with walking, jumping and running, starting at our range of motion clinic."

Mia and her family have seen firsthand the ways ErinoakKids connects with community partners. ErinoakKids has relationships with many recreational and educational programs within our catchment areas, and Appleby College, one of Canada's most prestigious private schools, is one of them. For the past three years, Appleby College has teamed up with ErinoakKids to offer a full scholarship to one special client entering grade seven. So, when it came time to recommend someone for the fall of 2024, Mia's physiotherapist knew just who to put forward.

"When this came up, I knew exactly who I would refer," says Heather. "She has a really sweet way of looking at the world and is really bright. Even since she was really little, she has been determined to help herself improve. She has always had a special little glow about her, and I am just so happy to see that other people are noticing it as well."

Heather put the bright 11-year-old forward, but Mia took it from there. Although nervous, Mia passed her Appleby interview with flying colours. She was granted the scholarship just a few days later. Everyone in Mia's circle was overjoyed, including one of her biggest fans, her grandma Diane.

"We are just so happy she gets to experience this. She has been excited about this from the very beginning. The quality of the education is a plus, too," says Diane. "It's really a perfect fit. Mia has been through so much in the past few years, there is truly no one who deserves this more."

Just three years ago, Mia lost her Mom. Mia now lives part time with her grandparents, and part time with her Dad. Her grandparents have been very involved in her life from a young age, often taking her to her appointments at ErinoakKids. They are so grateful they get to have a hand in the next stage of her life.

"I see so much of my daughter in Mia. She is sharp like her, and almost a spitting image," says Diane. "Her Mom saw how much ErinoakKids changed Mia's life. Her and I took Mia to all of her programs and appointments, and we were very on top of the take-home exercises. And now, ErinoakKids connecting us with Appleby was just incredible. Truly a dream come true for Mia. The school will be a great fit as has always got straight A's and is truly such a smart young woman. She is wise beyond her years, and she is a total lady!"

Mia's grandparents work hard every day to give Mia the best life possible. Mia's Mom loved horses, and Mia, too, finds that they relax her. Her grandparents gifted her a horse and take her riding as often as they can, as they see how the horse calm Mia down and give her independence.

Now, Mia is managing so well on her own, that her sessions at ErinoakKids have become less frequent.

"I think our job is to have our clients outgrow us. It is to show them the possibilities of what they are capable of," says Heather. "And in my case, my job is to show them there is a world of possibilities out there beyond just physiotherapy and ErinoakKids."

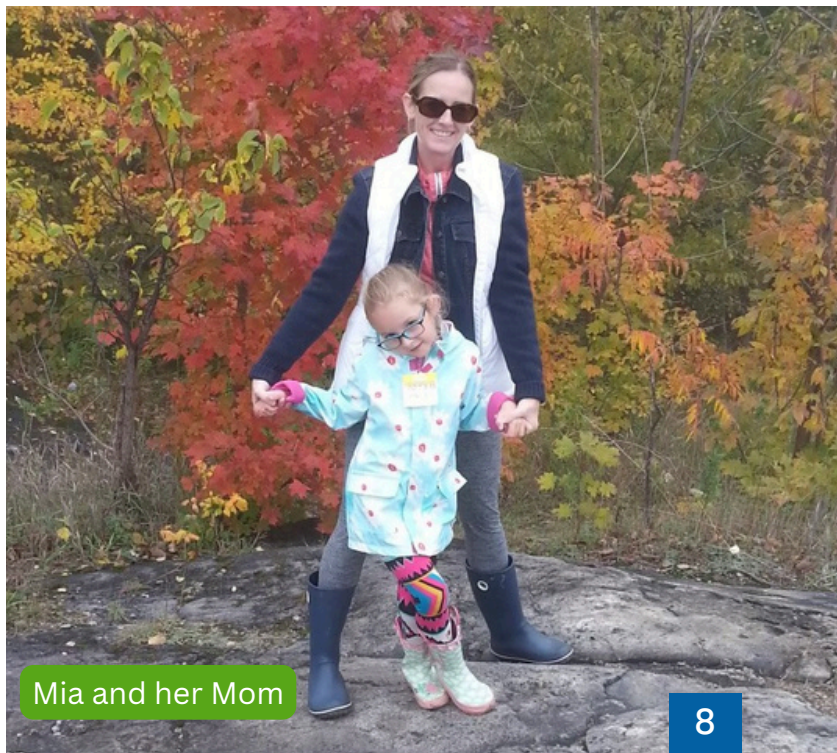
Mia is so excited for her first day of school, and just knows she will thrive at Appleby College. Mia and her grandma Diane spent the summer getting her comfortable with her new leg braces, so she is prepared for the school year.

“

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—Heather, ErinoakKids Physiotherapist

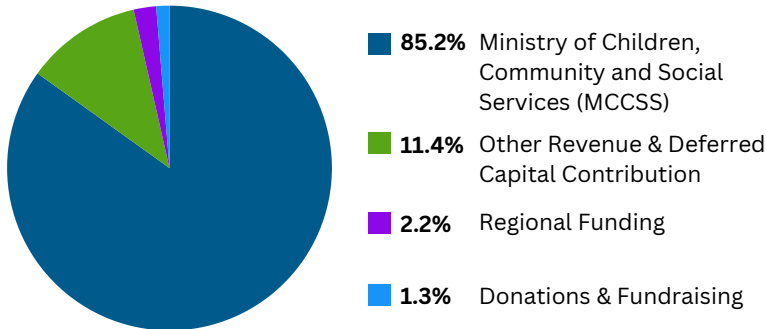
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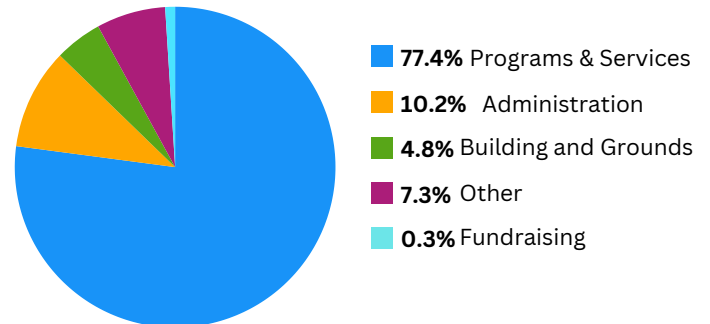
Mia and her Mom

FINANCIALS

Sources of Funding



Funds Spent



ERINOAKKIDS BY THE NUMBERS

Clients by Region

Peel	18,850
Halton	9,017
Dufferin	816
Other	529

Clients by age

0-2	12,094
3-5	5,363
6-13	10,215
14-18	1,377
19+	163

Clients by Service

Assistive Device Resource Service	675
Autism	3,090
Blind/Low Vision Services	47
Hearing & Audiology Services	1,062
Infant Hearing Screenings	7,218
Medical Services	1,280
Specialty Clinics	632
Occupational Therapy	1,748
Respite	300
Physiotherapy	1,879
Recreation Therapy	539
Speech Services	7,114
Family Support Services	2,749
School Based Rehabilitation Services	12,202
Consultations to schools/childcare	10,782

MORE HIGHLIGHTS



Community Off-Site Visits
57,869



On-Site Visits
85,792



Staff
658



Infant Hearing Screenings through partnerships
23,422



Virtual Visits
58,493



Clients
29,212



Appointments Booked
258,548



Volunteers
64



2023-2024 FUNDRAISING HIGHLIGHTS

2023 - 2024 was an exciting year for the ErinoakKids Development team. Thank you to everyone who donated their time, energy and funds to our cause!



Kaitting Gift

In April of 2024, the Kaitting and Pollock families gave generously to ErinoakKids. And on June 1, 2024, we welcomed the Kaitting and Pollock families to our Oakville site for a celebration of the legacy of Gordon Kaitting, on what would have been his 70th birthday.

Gordon's love of children and connection to community inspired a generous **\$250,000** donation from the Pollock Family Foundation, and the Gordon Kaitting Pavilion will shelter children at play for years to come. We are so grateful for the friendship of the Kaittings and the Pollocks, and to all of the supporters who help us meet the needs of children in our communities.

Ontario Trillium Foundation Grant

In November 2023, MPP Graham McGregor of Brampton North, MPP Hardeep Grewal of Brampton East and Ontario Trillium Foundation representative Sarbjeet Saini visited the ErinoakKids Regional Respite Centre to celebrate the unveiling of a plaque recognizing a transformational grant of **\$191,800**, in support of our respite program.



2023–2024 FUNDRAISING HIGHLIGHTS CONTINUED



Mississauga Firefighters Association Benevolent Fund

At the beginning of November 2023, we celebrated the Mississauga Firefighters Association Benevolent Fund's generosity by hosting a plaque unveiling to show our permanent acknowledgement of their support, as well as our gratitude!

This Association has been supporting ErinoakKids since 1982 and they continue to show up for us and support us to this day. Their generous donation of over **\$13,600** helped support ErinoakKids' highest priority needs!

The Citrine Foundation of Canada

In September of 2023, The Citrine Foundation of Canada, a charitable foundation with a particular interest in funding organizations who have a creative approach to enhancing the lives of those living in their communities, gave a generous **\$25,000** in support of our respite program!



OUR DONORS

ANNUAL DONORS

A very special thank you to the following donors who have made generous donations between April 1, 2023 and March 31, 2024.

\$250,000+

- The WB Family Foundation
- The Pollock Family Foundation
- The Giampaolo Foundation
- Longo Family Foundation

\$25,000+

- The Ontario Trillium Foundation (OTF)
- The Waugh Family Foundation
- Karen Brannon
- The Community Foundation of Mississauga
- The Citrine Foundation of Canada
- J.P. Bickell Foundation

\$10,000+

- The Rotary Club of Brampton
- Mississauga Firefighters Benevolent Fund
- The Canadian Progress Club of Brampton
- The Community Foundation (CF) of Oakville
- Fiera Capital Foundation
- The Frank Fowler Foundation
- Goodyear Canada Inc
- The Lions Club of Streetsville
- Minto Foundation Inc

\$5,000+

- Alice & Murray Maitland Foundation
- Brampton Professional Firefighters Association
- Alectra Utilities Corporation
- Peloton Capital Management
- Marni Przybylski - In Memory of Rick Przybylski
- The Rotary Club of Mississauga
- The Royal Canadian Legion - Streetsville Branch 139

\$1,000+

- Craig Bethune & Family
- Billennium IT Inc
- Ernst & Moni Kuechmeister
- Manulife
- Stephen Bishop Professional Corporation
- Carson-Thornhill Family
- Steven R Irvine
- Right Service Right Choice
- The Rotary Club of Oakville-Trafalgar
- Tenfold Inc. o/a Domino's Pizza
- The Lions Club of Mississauga Central
- Daryl Potter
- RBC Foundation
- Nancy Shannon
- Bhupinder Singh Hansra
- Domino's Empire
- James & Brenda Sutherland
- Rosanna Pereira - In Honour of Grandson Lincoln Joaquim Pereira
- Fiera Capital Corporation
- 1000613650 Ontario Inc.
- David E Elliott
- Procor Limited
- Yvette Regueiro
- Matt & Rose Horan
- Vinod Maheshwari
- Kristi & Howard Morgan
- Michael Delorenzo
- Artemisia Vieira
- Harman Deol
- Reno Giancola
- Sanjeev Gupta
- Laurier Immigration Solutions Inc
- The Mitchell Family Foundation
- Gunsimarbir Paintal
- Rajagopal Viswanathan
- Betty Warchol
- Tina Vezina



OUR DONORS

PLEDGE COMMITMENTS

We are so grateful to our wonderful supporters who have made pledge commitments!

\$2,000,000+

- The Giampaolo Foundation
- The WB Family Foundation

\$500,000+

- The Longo Family Foundation

\$100,000+

- The Ontario Trillium Foundation (OTF)
- Ernst & Moni Kuechmeister

\$10,000+

- The Rotary Club of Brampton

\$5,000+

- Matt and Rose Horan

\$1,000+

- Patrick and Naomi Bartlett
- Margaret Western
- Judith N. Pascoe-Wong



CONNECT WITH US!



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Follow us on socials!

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