



Ottawa Children's Treatment Centre
Centre de traitement pour enfants d'Ottawa
Founded in 1951 Fondé en 1951

Creating opportunities today.
Maximizing independence tomorrow.



**SUPPORTING
COMMUNITY SUCCESS:
"BETTER TOGETHER"**



2014–2015 Performance Report



OCTC specialists have deeply touched my heart. Their work and involvement really show me how dedicated they are.

showcasing their skills in wheelchairs and walkers. We renovated our Smyth Road site by opening “SmileZone” — to honour community leader Bryan Murray and to welcome families who may be on the first steps of their OCTC journey. The creation of a community therapeutic garden at our Cornwall site is leading to healthy learning as well as inspiring a generation of green thumbs! Every day we are growing our impact on the community.

It is a time of transformation. Within an environment of change, flatlined budgets and increased need, we have improved the way we deliver care to the more than 4,200 children, youth and families we serve annually.

There is still more work to be done, but we believe OCTC is aligning with the right partners and initiatives to continue to support our clients and families. There is a renewed effort to provide families and clients with the tools to build on their successes outside of the Centre in the fullness of their family and community life.

Ontario’s new Special Needs Strategy, which will be introduced this fall, will significantly change the way our children and youth receive services. As we finalize the Strategy, our staff and leaders will ensure the needs of our unique community are being voiced and recognized.

We continue to identify and strengthen our partnerships with key community partners. This is allowing us to focus on what we do best and to improve efficiencies — all to support faster and improved access to services for our children and

SUPPORTING COMMUNITY SUCCESS: “BETTER TOGETHER”

As we step back and take

stock of the changes, accomplishments and challenges we faced this past year, we are struck by the spirit of the children, youth and families we serve at OCTC. Each day they confront their challenges with strength, courage and a “can-do” attitude — even in the face of uncertainty. We are inspired by them, and have spent the past year working to support them in new or better ways as they strive to reach their fullest potential.

This year, we have had many opportunities to celebrate our successes. We’ve welcomed the Ottawa Senators and the Ottawa Red Blacks, where our students delighted and inspired the athletes by

families. Together, we are continuously identifying ways to provide a seamless experience for our joint clients.

We are engaging our families in meaningful ways — advising on the impact as members of the Joint Family Advisory Group and as ambassadors through the OCTC Speaker’s Bureau. We have embraced social media, providing forums for families to connect, access resources and share their stories. Their experiences with OCTC help new families who may be facing similar challenges and serve as a powerful reminder of the value of the work we do.

As we plan for the future, the needs of our children, youth and families will continue to be at the centre of all we do. We will find innovative new ways to help them reach their goals and transition successfully — be it through our programs, into a school setting or to the next stage of their growth. Our clinical teams and staff will continue to identify meaningful outcomes and share best practices. We will work with our partners, big and small, to provide the services our children need, ideally in a space that brings their care together in one site. We know our passion and commitment for those we serve, as well as our resourcefulness, will allow us to lead as our environment changes.

We do not do this alone because indeed we are “better together.” Our team is made up of so many key players who warrant our deep appreciation: our children, youth and families inspire us; our boards guide us; our staff lead us; and our community partners support and collaborate with us. Together, our future is bright.

John Hartin
Chair, Board of Directors

Kathleen Stokely
Chief Executive Officer



**Bertram,
Joanna and
Campbell
Labonte**



Only time will tell, but OCTC gives me hope and allows me to sit back and dream about my daughter's future.

The past year has been

challenging due to the economic climate. But with across-the-board generosity from our community, we have been able to have a positive impact in the lives of so many families who count on our support. We have demonstrated that “we are better together.”

We joined together, inspired by the stories of a child who has reached a milestone never imagined before or who has overcome a challenge that might have been too daunting for even the toughest adult. This year we joined together to support the families who, with the funds to purchase an iPad, were able to encourage their child to communicate with classmates for the first time. We joined together to provide a teenager with the wheelchair that allowed her to sit and move independently at age 14. She's recently

enrolled in school — another first. We helped a young girl with vision challenges explore her world in innovative ways.

The fundraising and awareness work we do supports the programs and tools they need to achieve independence and reach their fullest potential. Many of the devices and programs that help a child have a traditional experience are not available through provincial funding routes. As traditional funding resources are spread thin, our work becomes more important.

Earlier this spring, our annual “For the Kids” Charitable Auction brought together families, community leaders and supporters who wanted to improve the quality of life for children and youth with disabilities. More than \$163,000 was raised through the event. The funds will support programs, educational opportunities and specialized tools at OCTC.

We were also excited this year to partner with third parties to raise funds for OCTC. It is humbling when community partners approach us because they have heard our story and want to make a difference. Together with community leaders, school groups and sports enthusiasts, we are raising our profile and funds to support OCTC.

We wish to thank individuals, corporations and foundations who have generously given to the OCTC Foundation last year. We rely on donors, sponsors, funders, community partners, supporters and volunteers to be able to offer valuable programs and services to our clients.

Similarly, we applaud the exceptional level of engagement shown by several OCTC families, in particular Melanie Smith and Richard Sarazin, Michelle and Chris Quinlan, Jennifer and Dan Walker, and Anna Tosto and Kurt Martin, whose stories and involvement are featured in this report. Their commitment and actions are an inspiration for the philanthropic community and demonstrate to what extent they share OCTC's objectives: creating opportunities today to maximize independence tomorrow.

We are exceptionally grateful to the members of our Board. They work tirelessly behind the scenes, providing leadership and guidance so that we might focus on raising the resources to support the Centre. Over the next year, we will continue to support the needs of our children and families, and the goals of OCTC. We will raise our profile within the community by increasing our media presence. We will work with partners, new and established, to meet an increasing need for funds. Our efforts will allow OCTC to support excellence in service and positive outcomes for children and youth.

Your support will help children reach their fullest potential. Please consider:

- sharing your OCTC experience and becoming an ambassador for the Centre
- hosting or attending a fundraiser to support OCTC (details are available online)
- volunteering in the Foundation office
- making a donation to the Foundation

Thank you for your ongoing support!

David Tobin
Chair, Board of Directors
OCTC Foundation

Chantal Dompierre
Executive Director
OCTC Foundation



Olivia with her mother, Jane



Social Work Drop-in Clinic creating space for dialogue

Our Social Work Drop-in Clinic is designed to give clients who have not been assigned a social worker the chance to meet with one to discuss a specific or time-sensitive issue. For example:

- A family is coping well with their 3-1/2-year-old child's needs. But their child is entering junior kindergarten soon. The parents have questions/ concerns about the registration and transition process.
- The parents of a teenage client are having difficulty coping with their child's behaviour, and are experiencing a high level of stress and frustration.
- A family can't decide on the next steps for their child. They have good supports in place but are confused about the different community options. They must choose a program in the next two weeks.

Quality and Safety for Clients maximizing our resources

Continuing to build on excellence in service delivery is an OCTC strategic commitment. Across the Centre, efforts to deliver services through a range of delivery models have resulted in a significant increase in the number of clients seen and reduced wait times. The adoption of care plans is also helping us move to evidenced-based care; improved electronic records; better coordination between disciplines for staff; and consistently defined goals for families.

Occupational therapy in Lanark County

filling a community need

In Lanark County, more than 40 children up to the age of six received occupational therapy services in the

past year, thanks to a joint partnership — sponsored by Lanark Best Start — between OCTC and the Kingston Child Development Centre. Joining this unique partnership were a number of community-based agencies, including the Lanark Infant and Child Development Program, Lanark Early Integration Program, Lanark Behaviour Development Program and Language Express.

Two occupational therapists were available for bi-weekly consultations in both Carleton Place and Smiths Falls.

This pilot project is a wonderful example of seamless service delivery — providing a much-needed service (in this case, occupational therapy) to young children in need.

Work is under way to secure more permanent funding beyond the one-year horizon, which ended in May 2015.



CLINICAL SERVICE DELIVERY MODEL CHANGES

Impact & Access

Full adoption of a client classification system to better predict client service needs, and develop and enhance clinical pathways for speech-language pathology, occupational therapy, physiotherapy, social work and behavioural services =

more efficient intake processes

• **triaging for clients with greatest need through Wee Start and Getting Started clinics now available across the region**

• **reduced wait times for core therapies and social work services**

Engaging families as early as possible through group learning experiences that support skill development = **meeting the needs of special needs children and youth + family-to-family networking support**

Single wait list = **one coordinated referral process for clients with autism seeking to access behavioural services, ABA and CHEO's IBI program**

.....
The LEAN method is a tool we have adopted to help us streamline processes, in order to improve service and program delivery for autism, augmentative communications and developmental rehabilitation — with the result of improving access for families.



Family Engagement parents as partners

This year over 80 OCTC staff and 20 clients received training, through CHEO's family support services, on how to promote meaningful family involvement in their children's care.

Collaborations

partnership links

- Single plan of respite care through formal inter-organizational partnerships with Roger's House and Ottawa Rotary Home
- Consolidated client care information across all disciplines, making it possible to compare services across sites
- OCTC-CHEO commitment to a continuum of care for children and youth with autism; and for clients with developmental disabilities

TD Bank Group donor leader

The 2015 recipient of the Donor Leadership Award is TD Bank Group. A supporter of the "For the Kids" Auction since 2008 and diamond sponsor for the past six years, TD has funded our research mentorship program, and is supporting the Recreation Therapy program in 2015 and 2016. Said TD's Doug Feasby: **We are proud and humbled to be recognized by OCTC, which makes such an impact in our community.**

Special Needs Strategy for seamless care delivery

Ontario's Special Needs Strategy will help children and youth get timely and effective services at home, at school and in the community. As the recommended lead agency in Ottawa, Prescott-Russell and Stormont, Dundas & Glengarry, OCTC worked with families

Chelsea Spencer

SPOTLIGHT Smilezone

Thanks to the Smilezone Foundation, the all-expenses paid makeover has transformed the front entrance, waiting room, therapy gym, and client measurement room at the Smyth site. At the opening were Bryan Murray, Ottawa Senators' General Manager, for whom the waiting room was named, and Sens hockey players.

a corporate sponsor initiative

and community partners from the health, education, developmental services and mental health sectors to help design the way that service planning is coordinated locally. We have been inspired by the families, youth and frontline service providers who have engaged with us to help formulate

the Strategy. The overall goal is to improve outcomes for children and youth with special needs. Key milestones lie ahead, but we are optimistic about the opportunity this represents for the region's children, youth and families.

DEMONSTRATING ASSISTIVE TECHNOLOGY

OCTC staff demonstrated assistive technology equipment at the Auction, including an adapted car, evaluation tools, iPods, power chairs, iPad stations with CAC software, apps, interactive table, Solowalk (CP-Net research robot) and pressure mapping. Speaking at the event:



We are so grateful to have Elaan in our life. He has taught us to appreciate the important, small things in life. The entire team at OCTC makes a life-changing difference for us and Elaan. – Natasha Bakht, mother of Elaan (photo, left)

Without OCTC's help, Aislinn and Tait would not have had the ability to succeed as much as they have done to date. OCTC has been invaluable to our family and thousands more in our community. – Dr. Emma Gofton, mother of Aislinn and Tait (photo, right)





Parents using OCTC services, as well as OCTC staff, are excited to see how their story resonates with others in the community. We will continue to identify opportunities to share our stories more broadly, to build awareness and recognition of the importance of OCTC in the fabric of our community.

Telling our story

With OCTC support and parent encouragement and reinforcement, a child may ... take his first steps on the playground; use an iPad to tell her grandparents about her day; try a new food item at dinner — the first in two years. Small steps; big triumphs.

The stories of the families served by OCTC are not illustrated by numbers and statistics, but they represent the impact of OCTC across the broad region we serve. We recently established a Speaker's Bureau to give interested youth, families and others an opportunity to share their unique experiences — and introduce the community to our work. Our ambassadors tell their stories at:

- high schools — helping students understand the impact of volunteering at OCTC
- fundraising events — raising awareness and funds to support

special programs outside of provincial funding

- recreational events — sharing experiences and the value of introducing a child to a new sport

Joint Advisory Group GIVING PARENTS TOOLS

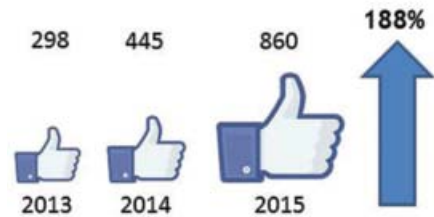
The Joint Advisory Group has provided parent education sessions over the past year, including:

- session on emergency services for families of children and youth with special needs — how to prepare for a large-scale emergency; personal support networks available to support a family's child/youth during an emergency
- workshop on shared decision-making — making better decisions together

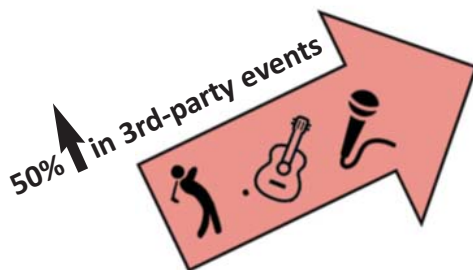


The increased focus on communications has allowed us to raise our profile through media events, such as a kickoff and pep rally, held in September 2014 with Henry Burris, RedBlacks quarterback, seen here cheering on Hamza Dhaif, 5, as he makes a field goal.

engaged staff & families in the 2014 provincial election, ensuring their voices were heard



OUR REACH



100 Women Who Care is a grassroots, volunteer-driven initiative. Women wishing to make a difference in the community give one hour of their time four times a year and a \$100 donation to one of three charitable organizations the group chooses to support. In 2014, the OCTC Foundation was chosen as a recipient charity. At the September meeting, Dan Walker, father of OCTC client Griffin, talked about the financial expenses that come with meeting the needs of a child with a complex condition.

Providing support to preschoolers who are medically fragile is one example of how 100womenwhocareottawa's generosity is improving the quality of life of children and youth with special needs living in our community.



Donations received — \$4,350



activities that will help to streamline the transition process for families and increase efficiencies in care delivery.

Reduced waiting times to access core therapies and social work services

- **Physiotherapy**
7.4 weeks from 12.6 weeks
- **Occupational therapy**
12 weeks from 18 weeks
- **Speech-language pathology**
12.6 weeks from 21.5 weeks
- **Social work**
8 weeks from 12 weeks

Taking Stock finetuning our objectives

It has been three years since we had a new Strategic Plan, highlighting our priorities in client service, outcomes, communications and partnerships.

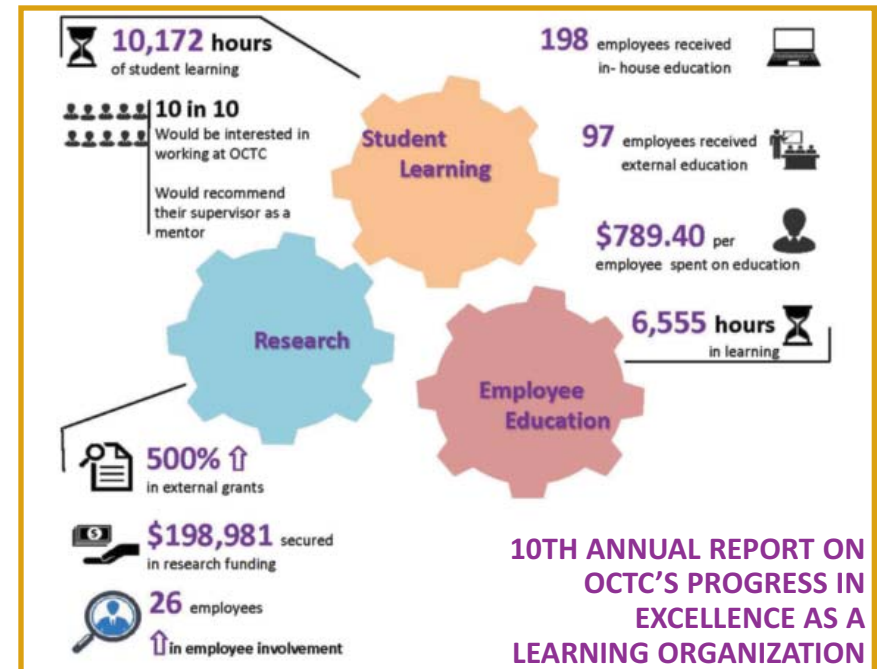
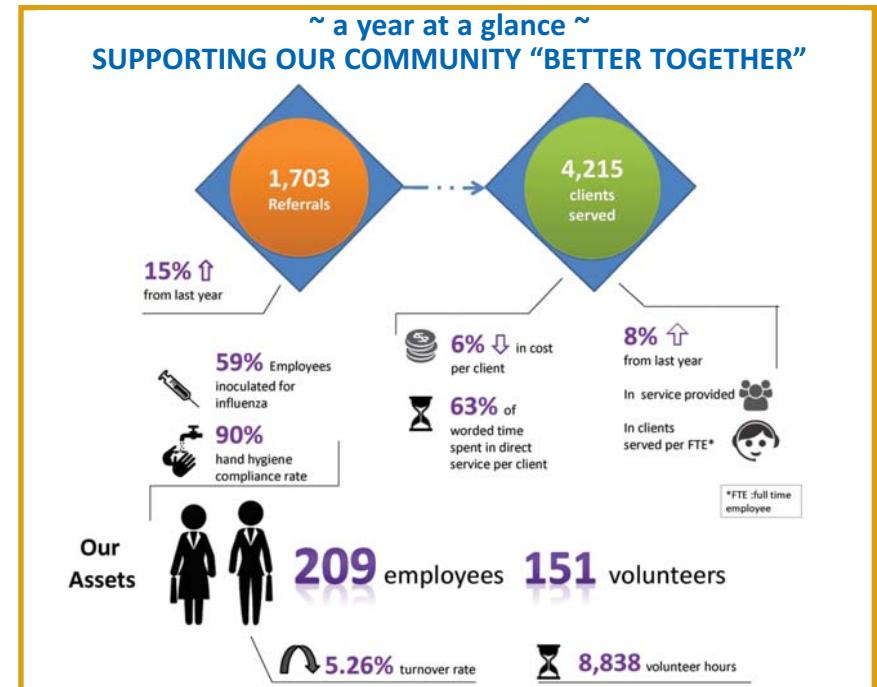
Focus groups with an external facilitator allowed key stakeholder groups to take stock of the gains that have been made and challenges that exist, as well as provide comments to help formulate strategic objectives and an action plan for 2015–2017. There was staff consensus on several fronts, including:

- The OCTC pillars of Excellence, Partnerships, Communications and Outcomes are the right ones to support families.
- Refocusing our efforts will help OCTC reach its goals and better support families.

Following a review of outstanding tasks, staff identified areas of focus for their own departments and programs. These were presented to the Leadership Team for consideration and implementation. Final recommendations included

113 students and medical learners completed over 13,472 hours of placement in 2014–15 *supporting their professional growth and our clients' development*

enhanced our partnership with Hawkesbury General Hospital, Valoris and other service agencies in Prescott-Russell *providing initial screening and consultation for families of children with suspected or confirmed developmental disabilities*



**IN FOCUS
salute to families,
volunteers &
supporters**



FAMILY

Rio Sarrazin, Melanie Smith & Richard Sarrazin

Melanie and Richard are parents to Rio, who is in junior kindergarten at the OCTC School. As an infant, he was referred to CHEO neurology for assessment, and then to OCTC's Early Childhood Program at the age of 1. Rio has a rare metabolic condition called congenital glycosylation disorder type 1a. Says Melanie, a member of the OCTC School parent council: **Rio continually surprises us, is talking more and uses sign language. He is delighted to be doing what other kids are doing in kindergarten.**



Rio has received many therapy services at OCTC and continues to be supported by a multidisciplinary team at the OCTC School. He communicates using an iPad.

GIVING BACK: Melanie's godfather Lyoness Woodstock and his sister Judy were recently inducted into the Ottawa Valley Music Hall of Fame. They held a jamboree fundraiser at the School on May 3, 2015 — raising over \$6,000.



**VOLUNTEER
Glen Russell, 2014 Volunteer of the Year**

Since May 2011, Glen has volunteered more than 1,000 hours to produce eight videos on OCTC, including the OCTC School, volunteer resources and our 60th anniversary. Glen's first introduction to OCTC was when a friend, a volunteer woodworker, asked him to animate a prone board, to show the versatility of this adapted device. His commitment to OCTC has continued to his most recent and most extensive project, the Ask Me Why video, which premiered at last year's "For the Kids" Auction. The video features eight OCTC families and is a moving testimony to the impact that OCTC has on clients and families.

<https://vimeo.com/120516890>

Kiwanis Club • donor

Barb Perrin, Co-Chair of the Direct Assistance Committee, Kiwanis Club of Ottawa: "Every child needs to be given the opportunity to develop and reach their full potential. The communication kits and summer camp program are essential to doing just that."
— **\$20,000 for the Assistive Technology Program**



Avery (far right) with her family

TEKsystems Ottawa • sponsor

TEKsystems Ottawa has been a sponsor of the auction since 2014, under the leadership of Chris Quinlan, father of Avery and an OCTC client. Said Chris: **Avery endured a variety of medical struggles and interventions during the first three years of her life. She did not orally feed until 2-1/2 years, did not walk until 3, did not talk until 4-1/2. Now at 6, she eats independently, runs, talks and reads. We are so indebted to the teachers and therapists at OCTC. They focused on her abilities, not her disabilities. They helped our daughter to learn and thrive.**

**SPONSOR
Fasken Martineau DuMoulin**

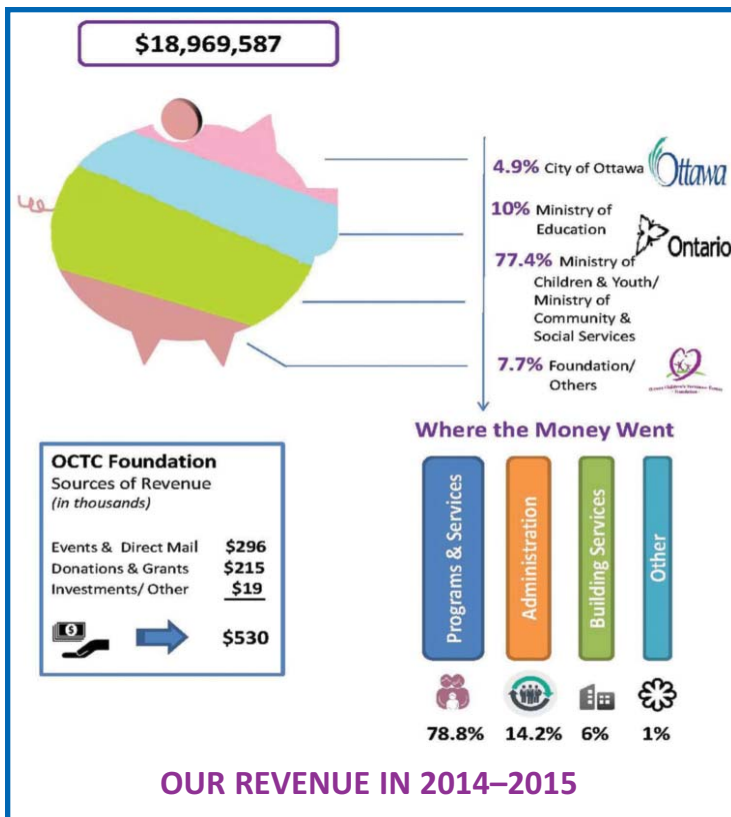
Fasken Martineau DuMoulin has been a sponsor of the "For the Kids" Auction since 2012 and supported our Recreation Therapy program in 2013 and 2015.

Firm partner Stephen Whitehead said: "Our financial support complements the commitment that our partner Anna Tosto has made as a long-time volunteer with OCTC and as Vice Chair of the Foundation's board of directors."

OCTC was the place where, at the moment of my greatest need, I felt like things finally clicked. I walked in and realized that at last, I was going to receive practical help with my young daughter Amanda, whose medical needs were

daunting. After Amanda's death, it made perfect sense to request that donations be made to the OCTC Foundation. Those donations will help keep Amanda in our memory as well as help other children and their families.
— Anna Tosto

.....
using the \$200,000 we received in research funding to help us better understand the challenges our children and youth are facing, and to develop best practices to overcome them



THANKS TO OUR 2014–15 DONORS

\$500–\$999

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1 anonymous donor

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\$25,000+

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Auction donations \$500+

Eastern Canada Response Corp. (ECRC)
Emily Manolakos
Goodkey, Weedmark & Associates Ltd.



Celeste Thompson with mom Michelle

OCTC is a leader in providing bilingual specialized care for those with multiple physical, developmental and associated behavioural needs, focusing on our region's children and youth.

Children who are eligible can receive the following services and programs:

- Intake
- Early Childhood
- Lifespan
- Autism
- Assistive Technology
- Online Lending Library
- OCTC School
- Special Activities & Playgroups
- Respite

Services are offered to families at these local sites:

Ottawa

395 Smyth Road
2211 Thurston Drive
2280 St. Laurent Boulevard

Kanata

2 MacNeil Court

Cornwall

600 Campbell Street, #100

Renfrew

499 Raglan Street N.

Join our mailing list.

We are currently developing a process for communicating electronically with our clients in a secure way. We are also increasing our mailing list in order to spread the news about OCTC and the Foundation. Ask to be on our distribution list. Email info@octc.ca.

Connect with us!



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Questions?

About services for children with special needs in the Ottawa region?

Contact OCTC Intake 613-737-0871, ext. 4425

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