

SUPPORTING , ENCOURAGING, BUILDING: *Children, Families, Communities*



Annual Report

2011—2012

Report of Executive Director and Board Chair

This year marked the end of an era, as Executive Director Jim McLaughlin retired. Jim had worked for The Children's Foundation for a record 43 years, being E.D. for the last 13 challenging years. Jim's strong, yet visionary leadership helped TCF recover from the cancellation of its residential programs (with the attendant drastic budget and staff cuts) and move to a community-based model of care. A wonderful retirement event was held for Jim at Hart House Restaurant, with over 60 TCF staff; Board members and community partners in attendance.

Dennis Dandeneau, formerly of The Bridge Youth and Family Services in Kelowna, joined TCF as its new E.D. in March, 2012. Dennis brings a wealth of experience to this position, along with a commitment to bring TCF to the attention of a wider audience. Having sat on both National and Provincial Boards, and being the in-coming President of "The Child Welfare League of Canada", Dennis is ideally positioned to do this.

Budgets continue to be under tremendous constraint. Many contracts are scrutinized almost on a line-by-line basis. TCF managers are to be commended for handling this situation with courtesy and diplomacy while conveying the fact that it may simply be impossible to cut certain budgets without endangering the programs themselves. Throughout this process, TCF continues to enjoy a good working relationship with all levels of government, and has an excellent reputation in the field.

With the recently announced MCFD "Operational & Strategic Directional Plan, 2012 - 15", MCFD has made it clear that it intends to focus on its "core business". Quite how this will translate into action is, as yet, unclear, but TCF will need to maintain its good relationship with government in order to continue to keep its funding base.

Over the past year, everyone at TCF has worked hard to strengthen both existing and new programs. They are to be commended for this, as this has been a difficult year. Knowing that there was to be a change in leadership could have caused uncertainty and loss of focus, but all staff have responded as true professionals, always putting the good of the children and their families first.

TCF continues to be a leader in Training and Professional Development by offering workshops given by experts in their field. Opening these workshops to our community partners gives TCF the opportunity to enhance and widen its reputation, particularly at this time, when other organizations have almost entirely cut training from their budget.

TCF has again been fortunate enough to work with some outstanding students from the Sauder School of Business at UBC. This team of four young people worked to create a marketing program for PACIFIC Counselling (a joint venture with Deltassist) and “Right From the Start” (part of the “Communities Caring for Children” initiative). Our staff looks forward to implementing the many suggestions contained in their report.

Over a year after the formal announcement of the Pacific Autism Family Centre project, the provincial government has officially pledged funding of \$20M towards the capital costs. TCF is currently in negotiations with both PAFS and the City of Vancouver over the lease agreements and a document that we hope will enshrine the values and philosophy that encouraged TCF to be a founding partner of this exciting new venture.

Next year promises to be a very busy one, as TCF tackles some outstanding, substantive issues. Such items as “Branding”; a new Strategic Plan; a Development Plan; Fund-development; Communications and Board development have been put on hold, pending the arrival of our new Executive Director. I very much look forward to working with Dennis, as we start to tackle these important matters, which will, of course, involve the whole agency, the board and the community.

Finally, I would like to thank everyone who has contributed to the success of TCF over the past year:

- The staff whose dedication and professionalism is beyond question
- The Management Team for its support, wisdom and commitment
- The out-going and in-coming Executive Directors for their leadership and vision
- The Board members who give their “time, talent and treasure” to help TCF live its Vision

“Supporting, Encouraging, Building:
Children, Families, Communities”



Elizabeth Demner
Chair of Board of Directors



Dennis Dandeneau
Executive Director

Program Highlights and Achievements

Alderwood Family Development Centre & Key Worker Parent to Parent Support Program

Clinical Statistics and Outcomes:

- 43 Cases and approximately 90 children and adults served at Alderwood
- 32 Cases and approximately 80 children and adults served in Key Worker Program
- 84% male at Alderwood
- 65% female in Key Worker Program
- 33% of client's at Alderwood are of Aboriginal Heritage
- 52% of client's in Key Worker Program of Aboriginal Heritage
- Approximately 180 hrs of Parent Education Training provided in both programs with 517 attendances
- 762 hours of Children's Clinical Group Therapy at Alderwood
- 14 hours of Public Education provided by Key Worker Program with 50 attendees
- 79% of Alderwood children are from single female or two parent biological family types
- Over 50% of families are grandparent, adoptive and Kith & Kin Agreements family types in Key Worker Program
- Approximately 96% families have English as a first language in both programs
- Attention Deficit and Hyperactivity Disorder the most predominant condition characterizing children at Alderwood followed by Anxiety and Attachment Disorders and Fetal Alcohol Spectrum Disorders
- At Alderwood 78% of children improved their functioning, as measure by CAFAS (Child and Adolescent Functional Assessment Scale)
- All children improved their academic scores according to pre and post KTEA testing introduced this year
- At Alderwood 73% of children maintained their improvement in functioning 6 months after discharge

Community Partnerships/ Collaborations/ Clinical Practices and Other Completed Projects

- Continued partnership and collaborations with Vancouver Coastal Health, Ministry of Children and Families and the Vancouver School Board
- Continued implementation of Recommendations from Seclusion and Restraint Review
- Reduction of seclusions by 35% from previous year
- ipads introduced into school curriculum
- KTEA pre and post academic testing introduced this year
- Innovated program feedback survey questions and have increased feedback from stakeholders
- Over 368 hours provided of practicum to occupational therapy and music therapy students
- Swimming Lessons provided to all Day Treatment children
- Therapeutic Horse Back Riding Lessons provided by Southlands Riding Club, Kids Helping Kids and Carrington Stables
- Peer Mentoring Program continued with St. George's School
- Hot Lunch program through the continued financial support of The Woolridge Foundation
- All clinical staff trained in Gottman Couples Method Level 1
- All Family and Community Workers attended Nathan Ory's Working with People with Challenging Behaviours
- All Family and Community Worker's received Fun and Functional training from Dr. T.J. Glahn

Bridgehouse

Bridgehouse is a residential home program located on the Vancouver site of The Children's Foundation. It currently provides 24/7 staffed care for clients diagnosed with Autism. The excellent team of behavioural interventionists at Bridgehouse work collaboratively with the clients' family and professionals in the community including behavioural consultants both locally and from the U.S.

The program utilizes Applied Behaviour Analysis interventions in order to address behaviours such as severe self-injury. Current interventions have been successful in dramatically reducing self injurious behaviour, as well as reducing the need for medical intervention. The program has been working to shift focus to a more Positive Behavioural Support model in order to continue to support current behaviour interventions and also to encourage the acquisition of new life skills, independence and ability to self-regulate from a more holistic and long-term planning approach.

The staff at Bridgehouse show incredible commitment and diligence to our clients and are excited to continue to facilitate their development into young adulthood.

Cedarwood Family Program

- Cedarwood served eighty-four families from the Langley, Delta, Surrey and White Rock areas.
- Langley Family Therapy Program served 12 families referred to the program by Child and Youth Mental Health.
- The Four Star Connection Program was designed in collaboration with Langley Child and Youth Mental Health and the Langley School District as an intervention program for children beginning in September 2011. The program was run in 8 classes in two schools in the Langley School District as a pilot project.
- There were a number of staff changes in September 2011 as result of the introduction of The Four Star Connection Program which was achieved without a major disruption in services to the clients.
- In collaboration with a Child and Youth Mental Health Worker an ADHD group was designed and will be run in the next fiscal year.
- Cedarwood Family Program was also able to provide a group in Cloverdale and opened the group membership to families referred by Langley Child and Youth Mental Health.

Fleetwood House

The Fleetwood House Program incorporates a behavioural framework inclusive of ABA, Positive Behavioural Supports, and Experiential Teaching paradigms. A highly structured and evidence-based behavioural program has been adopted, due to the high level of behaviour management issues exhibited by the clients residing at Fleetwood House. The focus of the Program is a "strengths-based" instructional strategy that systematically addresses the development of pro social behaviours while concurrently reducing and eliminating the behaviour management concerns.

Over the past year (April 2011 - March 2012), Fleetwood House and its program has made great strides and has had huge successes. In January, the program successfully obtained a full time supervisor, Lyndsay Krause, which has allowed for great progress in programming and staff development. In February, after a very lengthy process, the home succeeded in becoming a licensed six bed home. This allowed for the program to take on its second full time client. The program has many plans still in the works such as: obtaining a Behaviour Consultant, increasing staffing numbers and skill set, adding more children/youth to the program either in a full time or respite capacity and upgrading and re-decorating components of the house in order to increase its overall appearance and function.



Community Caring for Children

Communities Caring for Children offers the Right from the Start, COPEing with Toddler Behaviour and Triple P Positive Parenting Program to Surrey Families with children 0-6years of age. All programs are self referral with no cost to the participants. Childminding and bus tickets are offered to those that need it and refreshments are served at every group. The groups are offered three times a year; Spring, Fall and Winter at various locations in Surrey. Through our partnerships with the Surrey School district and the City of Surrey most of our groups are located in an elementary school or a recreation centre for ease of access for families.

The program began offering the Triple P program in the Spring of 2005. The Right from the Start parenting program was added in February of 2006. COPEing with Toddler Behaviour parenting program was the last to be added in May 2008. The program has been offering all three parenting programs since 2008 and we are now starting to hear from participants how they started off with one program and return to take the subsequent program when their child has reached the next developmental stage. The continuum of service that we envisioned helping parents throughout the first 6 years of parenting is now coming to fruition.

This year 296 families and children were served through the Communities Caring for Children Program which is an increase of 29 families from last year. With such a large South Asian population in Surrey we were able to offer our first CWTB program in Punjabi which was very well attended. This led to our coordinator partnering with one of our facilitators to do a spot on the Punjabi Red FM radio show about best practices in parenting.

New this year is our updated website with registration available on line. This has been a great success. The Children's Foundation was very fortunate this year to be one of the successful candidate for the Sauder School of Business "2012 Community Business Project". A group of 4 students worked with us to determine a better marketing plan for the Right from the Start program.

One of the challenges that we have in some of our classes is keeping the classes at full capacity throughout the 8 week duration. Registration is high but drop out rates in some classes mean that only half the participants finish the class. One of the things we will begin to do is following up with the participants that did not finish to examine whether there are common themes or simply life circumstances that prevent them from attending. With this feedback we will be better equipped to decide on a plan of action.

Educational Transition Centre

The Children's Foundation, MCFD and The Surrey School Board in collaboration have established and started an alternative educational classroom for children/youth.

The Educational Transition Centre is now located at the SNFSC building and serves children and youth who attend, or will be attending, schools in the Surrey School District 36.

Educational Transition Centre is run as a Collaborative among The Children's Foundation, MCFD-Surrey, and Surrey School District #36.

It exists to serve children who, for a variety of reasons, are unable to participate successfully in a regular or special educational programming in their school as well as encountering challenges in community and family due to disruptive behaviour.

While ETC accepts children from K-12, a priority is placed on supporting elementary-aged children.

Collaboration inclusion with TCF programs for the SD36 students has included, countless Kids Up Front tickets, expressive play therapy, FCSP monthly workshops, Guys Group, Socialization Day Program, referrals to FCSP and more. 11 kids and youth also were special guests at Roberto Luongo's suite at a Canucks game in January.

Family Care Support Program

The major change to the FCSP in 2011 was the elimination of the Supervisor position for the Residential Support Workers.

The program now has only the one supervisor, Nancy Holland for both Family Counsellors and Residential Support workers.

Family Counsellor Michael Kingscott is now working full time with the addition of one day per week co-ordination of RSW lines of work and RSW payroll to his job description. James Stumph, the previous supervisor of the RSW program is now with the new Educational Transition Program.

These program changes have had the positive benefit of more Residential Support Worker time being available in both regions, and allows for more direct collaboration between Residential Support Worker and Family Counsellor.

There have been other staff changes - with one Family Counsellor moving to Toronto, which resulted in a Family Counsellor from Vancouver TCF, Jag McMillan joining our team, seamlessly.

New Residential Support Workers have also been hired, each contributing to the program in positive, energetic and nurturing ways.

In collaboration with the Out of Care Support Program, both the Caregiver trainings and the Peer Support groups resumed in September.

Topics for the Training groups included Dealing with Grief, FASD, Self-harming/cutting, Self-care and Stress Reduction, Youth Addiction Issues, Life Books, Ministry Report Writing, and Attachment.

The first Spa time had proven so successful, that it was repeated with equal success in February. It offered massage, therapeutic touch, shiatsu, guided imagery, and refreshments. The Peer Support Groups are open to any caregiver involved with MCFD, and we are restricted only by room size.

In some of the groups we have used this time to help/assist our foster parents in documenting Life Books for the children in their care.

This has proven to be very successful and much appreciated.

As well we continued with offering both Girls Group sessions as well as Boys Groups.

The summer program for 2011 was again successful, having been filled to capacity and culminated in another Talent Show. It was a joyful, tearful experience to watch the very real talent of the performers.

The second annual Long & McQuade bursary was awarded to Maggie, who chose to use it for voice, guitar and piano lessons.

The Out of Care Support Program applied to and received differential funds for several families.

One family was able to have their hydro re-instated and another family was able to avert an eviction notice as a result of the funds.

Kennedy House Assessment

Kennedy House continues to have some of the most experienced child care staff in the agency. On average, KH staff have 22 years employment with TCF. We have retained all our fulltime staff except for Ken Warren who retired after 28 years of service. In addition, KH hired three new auxiliary staff in 2011. It is with the skill and experience of these staff that allows KH to offer exceptional support services to some of the most vulnerable children in Surrey, Delta and Langley, BC.

Kennedy House was fortunate to receive a large donation to purchase playground equipment for the back yard. Construction and landscaping are scheduled to begin in July 2012.

One of the highlights for 2011 was taking advantage of Kids-Up-Front tickets to go to a Vancouver Canucks games. For these children it was an opportunity of a lifetime.

For most of 2011, KH did not run at full capacity. However, this was fortunate because the needs of several clients were exceptional. Their stay far exceeded our 3 month mandate. Our MCFD resource liaison has expressed appreciation for KH's ability to continue services for these children until suitable placement can be found.

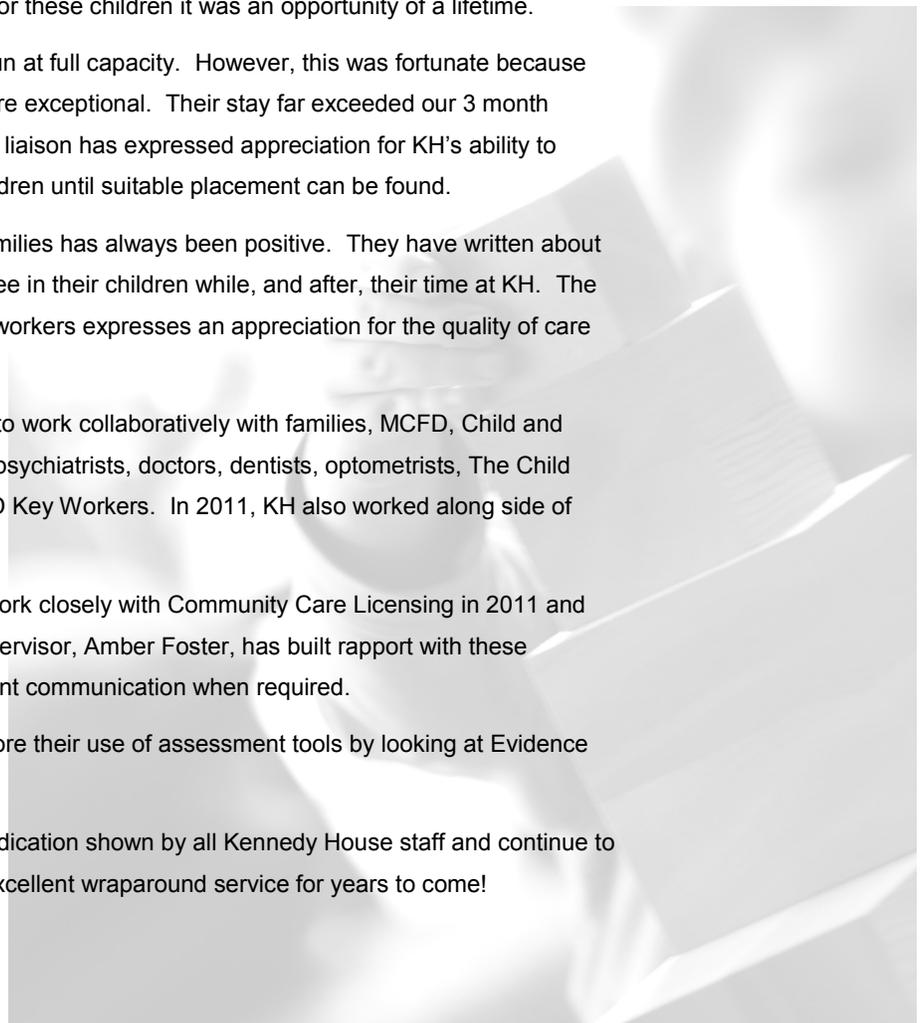
The feedback received from families has always been positive. They have written about the observable changes they see in their children while, and after, their time at KH. The feedback received from social workers expresses an appreciation for the quality of care and the advocacy provided.

Kennedy House staff continue to work collaboratively with families, MCFD, Child and Youth Mental Health, schools, psychiatrists, doctors, dentists, optometrists, The Child Development Center and FASD Key Workers. In 2011, KH also worked along side of Maples Assessment Center.

Kennedy House continues to work closely with Community Care Licensing in 2011 and BC Housing. The program supervisor, Amber Foster, has built rapport with these contacts and remains in constant communication when required.

The program continues to explore their use of assessment tools by looking at Evidence based outcome tools.

We feel very grateful for the dedication shown by all Kennedy House staff and continue to look forward to providing this excellent wraparound service for years to come!



Respite Program

The Children's Foundation Respite Program provides weekend respite services to families who are caring for children and youth with Autism and other significant developmental challenges. We continue to have very committed Respite Care providers who open their homes and families to the children and families we serve.

These families receive one weekend a month (48 hours) of respite (break) to recharge themselves and to give them an opportunity to focus on other family members and/or self care.

The Respite Program is operating at full capacity. We are serving 19 families and providing on average 800 direct service hours per month.

The children we place into respite care continue to have significant challenges and one of our major strengths of this program is having the ability to meet the needs of our clients and having skilled and committed caregivers willing to go that 'extra mile' to ensure that all 'needs' are met.

We also provide Child Care Workers to help support our Respite Caregivers or for those clients who cannot be served within our 'Respite care model', (one to one workers who take the client out into the community weekly).

For the most part this has been going well but we have had some challenges with recruiting Child Care Workers thus limiting the amount of hours we could serve our clients with this service.

Two times annually we survey our stakeholders, here are some of the comments we received:

- "if I have concerns, the agency is available to support me and my family..."
- communication is great, useful and maintain proactive relationship between the agency, caregivers and families
- very professional, excellent communication
- very happy with our weekend as it enabled us some quality family time
- very caring caregivers, very involved with the family and encouraged communication with the family
- timely responsive caring people
- excellent support to the children and families served"
- work hard at finding a good match between families
- always open to be creative in meeting the needs of the child
- I was satisfied as a respite caregiver, knowing I could have help the parents to get a break
- The Foundation has been improving their services to keep up with the needs and wants of the people they are supporting

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Surrey Family Preservation Program

The Surrey Family Preservation team continue to work collaboratively with MCFD to provide service to local families. This past year we have provided service to 139 families and 270 children. The Counselors continue to be involved in integrated case management meetings, family case planning conferences and family group conferences. Our counselors work from the Surrey North Family Service Centre and the Guildford Hub.

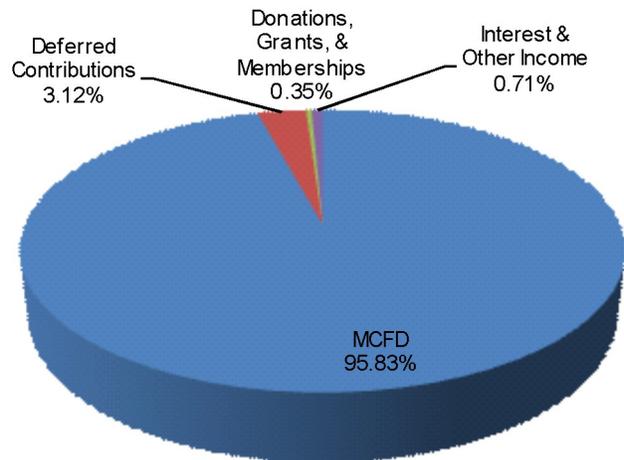
Our team of counselors are now linked to the Telus Alert system to ensure their safety when they are out in the field. As with any new system there were little bumps we had to navigate at the onset but this system seems to be working well for its intended purpose.

The team has been very fortunate this year to be able to take part in the Satir Transformational Systemic Therapy training as a whole team. This has been a very enriching experience for the team. We have also participated in training related to; cross cultural training in the South Asian Community, Trauma, Attachment, Anorexia/Bulimia, domestic violence and grief.

We also had the opportunity to have an intern from the University of Victoria working with us for part of the past year.

Revenue Sources for the Year Ended March 31, 2012

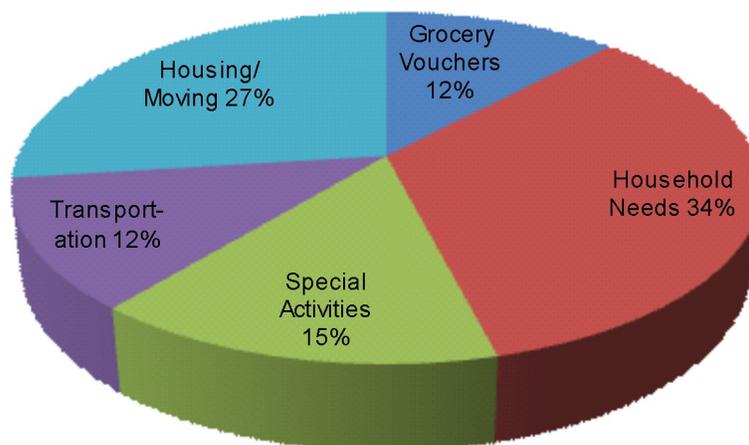
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|---|----|---------------------|
| MCFD | \$ | 5,593,971.00 |
| Deferred Contributions | \$ | 181,888.00 |
| Donations, Grants, & Memberships | \$ | 20,457.00 |
| Interest & Other Income | \$ | <u>41,251.00</u> |
| TOTAL \$ | | 5,837,567.00 |



Differential Emergency Fund Spending April 2011 to March 2012

Thank you to those donors who supported our *Differential Emergency Fund*, a resource that enables us to assist financially disadvantaged client families with urgent needs such as food, housing and childcare.

The following chart shows the distribution of Differential Emergency Funds during the past year:



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Elizabeth Demner, **President**

Earl G. Phillips, **Secretary**

Simon Chen, **Treasurer**

John Ashbridge

Les Boon

Rupi Dhaliwal

Suzanne Lewis

Raymond Mah

Jan Radford

Avtar Sundher

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Donors

Thank you to the following donors whose financial support helped make a difference in the lives of children and families we work with:

Individuals

Barbara Arnold
John Ashbridge
Rita Baldwin
Margaret Beverly & Jeffrey Hall
Robin Chakrabarti
Sergio Cocchia & Wendy Lisogar Cocchia
Elizabeth Demner
Rupi Dhaliwal
Ashid Dharsi
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Louise Waters
Susan & David Wilkinson

Organizations/ Schools

Loyal Protestant Association
Provincial Employees Community Services Fund
St. George's School
Vancouver Gay Volleyball Association

Businesses & Corporations

Banana Grove Market & Deli
FS Financial Strategies Inc.
KPMG
The Fifth Option Consulting Inc.

Foundations

Andrew Mahon Foundation
Connor, Clark & Lunn Foundation
Hydrecs Fund
McCarthy Tetrault Foundation
Wolrige Foundation

The Children's Foundation also acknowledges and thanks those who wished to remain anonymous.



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