

ANNUAL REPORT 2020-2021



George Jeffrey
Children's Centre
ENRICHING CHILDREN'S LIVES



Table of Contents

4	Mission, Vision & Values
6	President's Message
8	Chief Executive Officer's Message
10	Our Services
12	Clinical Update
14	Highlights 2020-2021
16	New Ontario Autism Program (OAP)
18	Staff Recognition
20	Message from the George Jeffrey Children's Foundation Executive Director
22	Management Leadership Team
22	Board of Directors
23	Statement of Operations

Mission, Vision & Values

Our Mission

Enriching lives by delivering specialized rehabilitative and interprofessional services in client-centred environments.

Our Vision

Empowered and inspired children, youth and families.

Our Values

Our values govern our actions and are reflected in our work with children, youth and families, as well as with our community partners and each other.





Dignity & Respect:

We provide high quality and compassionate services that honour the unique experiences of every individual.

Diversity & Inclusiveness:

We create environments that are shaped by openness, respect and a willingness to learn and adapt. We serve the diverse needs of all people and communities in Northwestern Ontario, ensuring equitable opportunities to access services across our large geographical catchment area.

Reconciliation:

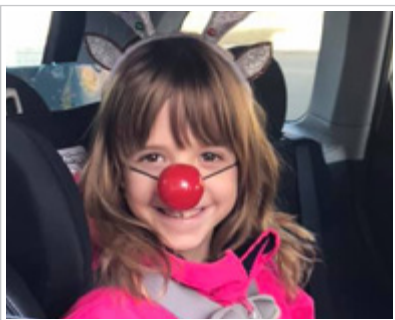
We work to build understanding and relationships with Indigenous people for the improved health and well-being of all children, youth and families.

Leadership:

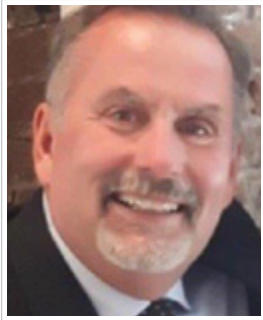
We deliver innovative and evidence-informed services by providing an environment that fosters professional development and leadership within our community and the child development and rehabilitation sector.

Community:

We connect to our clients and our communities by building stronger relationships, meaningful partnerships and exploring opportunities for collaboration.



President's Message



It is my pleasure to introduce the 2020-21 George Jeffrey Children's Centre President's report.

My first order of business, on behalf of the board, is to recognize and congratulate our great staff, the management team and Chief Executive Officer, Tina Bennett for their dedication in continuing to work effectively together to best serve clients, families and strengthen our organization.

The staff and management of George Jeffrey Children's Centre responded to many challenges over the past fiscal year. We continued to see expansion in the scope of our services and operations, uncertainty in the provincial response to Autism services, as well the lasting impact of the Covid-19 pandemic. Despite the hurdles, staff continued to mitigate the impact on client families and begin the transition to more traditional direct service delivery and the full operation of the treatment centre and Little George's Child Care Centre.

As a board we continue to maintain and build a strong and diverse governance structure. We continue to work closely with our partner board of the George Jeffrey Children's Foundation and other partner service agencies in our community. This year we welcome new board members Judy Bragnalo, Sarah Smart and Dr. Christopher Mushquash. Retiring from the board this year are Tom Sarvas and myself. I would like to thank Tom for his many years of service to George Jeffrey Children's Centre. Tom has been the financial overseer of the organization for many years and he will truly be missed. My thanks also to the entire board for their continued support and patience during an unprecedented era of Zoom meetings and teleconferences.



It has been an honour and privilege to serve and to be part of the George Jeffrey Children Centre family. The past years have been a fulfilling experience and it is difficult to step away. Congratulations to our new board president Holly Walbourne.

I will miss everyone, but I leave with confidence in the abilities of the new president, board, management and staff.

Andy Hay

President, Board of Directors George Jeffrey Children Centre

Chief Executive Officer's Message



This year has definitely been one of challenge and opportunity.

Due to COVID-19, we started the year with both the Centre and Little George's Child Care Centre closed to the public.

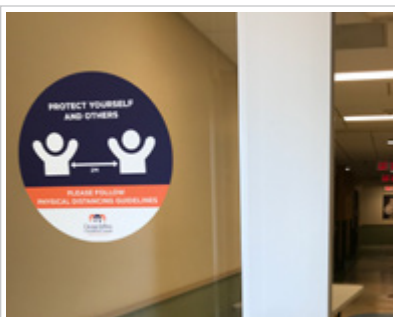
Even though our doors were closed, many of our staff continued to work remotely. GJCC remained committed to serving as many clients and families as possible while at a distance.

Extensive re-opening plans and COVID-19 guidelines were developed for both the Centre operations and Little George's Child Care Centre. The Centre started a gradual re-opening process on June 29, 2020 and Little George's re-opened on August 4, 2020.

I would like to express my gratitude to all of our frontline and support staff both at the Centre and at Little George's for your continued dedication and commitment. Without you, there would be not be a GJCC and we are a strong organization because of you.

Thank you again to the GJCC Board of Directors for the time, support and leadership you offer to the organization. Even though in-person meetings could not be held due to the pandemic, the Board remained connected and continued to meet regularly.

To the Management Leadership Team, thank you for your dedication and commitment to the organization. This year has been demanding in so many ways and yet everyone remained focused and determined to push through so that we could continue to support staff and continuity of client care.



To our community, regional and community-wide partners, thank you for working in partnership with us. And, to those who support the organization in so many other ways, through volunteering, local business involvement and in other charitable giving ways.

Thank you to the clients and families who receive services from the Centre and Little George's Child Care. GJCC will continue to advocate for the needs of children and families of Northwestern Ontario.

Even through COVID and what was a very challenging year, we still accomplished so much together. As we move into 2021-22, COVID-19 continues to impact us all. We will continue to adapt and change to ensure that children, youth and families receive high-quality specialized care.

Respectfully submitted,

Tina Bennett
Chief Executive Officer, George Jeffrey Children's Centre

Our Services

George Jeffrey Children's Centre (GJCC) is a paediatric outpatient health facility located in Thunder Bay, Ontario.

We have been meeting the communication, developmental, and physical needs of children for over 60 years; providing services to infants, children, and adolescents aged birth to 19 years.

Our services also include Little George's Child Care Centre, located within Sherbrooke Public School. Little George's offers licensed full and part-time child care for children aged 18 months to five years of age and programming for school-aged children, six to 12 years of age.



Occupational Therapy

Physiotherapy

Speech Language Pathology

Social Work

Augmentative and Alternative Communication

Behaviour Support Services

Recreation and Leisure

Seating and Mobility

School Based Rehabilitation Services (SBRs)



Clinical Update

STATISTICS

2827 UNIQUE INDIVIDUALS
SERVED IN 2020-2021

1,273 Community Based Rehabilitation Services

1,086 Thunder Bay

185 Rural

1,554 School Based Rehabilitation Services (SBRS)

1,376 Thunder Bay

178 Rural

KEY ACTIVITIES

Even with COVID-19 related closures, GJCC employees continued to work hard behind the scenes to find new and safe ways to provide resources, supports and services during the pandemic. Staff quickly embraced virtual care and working remotely when our offices closed.

A new Family Orientation Manual was developed and launched.

Clinical team members worked together to transition to the provision of telerehabilitation services. This included extensive work on the development of guidelines and procedures.

Key staff training initiatives included; the provision of telerehabilitation services, monthly in-house education sessions, therapeutic coaching and Indigenous cultural safety training.

Both the Centre and Little George's Child Care Centre hosted multiple student placements throughout the year.

The Lakehead District School Board, SLP team created a series of informative videos, a channel for parents of students on various pre-reading skills and developed information sheets for those who may not have access to technology.



OF CLIENT VISITS IN 2020-2021

Face to Face	8,797
Telephone	8,612
Virtual	4,755

In July 2020, George Jeffrey Children's Centre began delivering SBRS directly. Even through school closures, the SBRS team continued to provide virtual telerehabilitation options for students.

GJCC Consultation Clinics expanded to offer services to SBRS clients and the SBRS team began to offer tiered intervention services.

Our Recreation program offered several recreation challenges to encourage participation in various activities and numerous programs into late summer including biking, yoga and hiking.

A new Youth Newsletter was launched and as the year progressed, the resumption of adolescent group programming.

The GJCC Facebook page was updated regularly with new content created by the clinical team. This included activity calendars, work on different areas of skill development and videos from clinicians presenting various strategies to work on specific areas of development.

With the addition of SBRS services, collaboration occurred with the existing GJCC rural team to integrate all rural services.

Highlights 2020-2021



GJCC remains actively involved at all levels of the organization with Empowered Kids Ontario (EKO). Focus on this year has been on the development of fee-for-service models, related changes with the Ontario Autism Program (OAP) and more recently providing virtual services to clients and families. This included the development of extensive telerehabilitation practices.

In October 2020, the Board of George Jeffrey Children's Foundation welcomed a new Executive Director, Cindy Levanto-Kawahara. Cindy replaced Steve MacDonald who relocated back to Southern Ontario. GJCC was excited to have Cindy join the team.

GJCC is fortunate to have the continued support of the George Jeffrey Children's Foundation. We value our strong partnership with the Foundation staff, the support of the Foundation Board and their commitment to raising funds for programs and services offered at the Centre and Little George's Child Care Centre.

Funding

GJCCs main funders are the Ministry of Children, Community and Social Services (MCCSS), The District of Thunder Bay Social Services Administration Board (TBDSSAB) and the George Jeffrey Children's Foundation.

We continue our contract with the Lakehead Public School Board for the delivery of Speech and Language Services. This year that program provided services to 686 individual clients.

GJCC submitted an application to the Emergency Community Response Fund (ECSF) to assist with our re-opening efforts in response to COVID-19. The "George Jeffrey Children's Centre - Commitment to Service" was supported by the Government of Canada's Emergency Community Support Fund, the Thunder Bay Community Foundation and the United Way of Thunder Bay. This grant supported computer and technology upgrades, iPads and a communication App for Little George's Child Care Centre and the installation of Plexiglas at our reception.

Building and Operations

We underwent major construction for remedial work on the roof. This work was completed at the end of March 2021.

We opened a new site. With the expansion of the SBRS and OAP services, combined with our commitment to ensuring more accessible service delivery, GJCC began exploring opportunities for another location.

In September 2020, GJCC entered into a partnership with the Boys and Girls Club of Thunder Bay to lease space at their Windsor Street location. We have started with some retrofits to the space and work will continue into 2021-22 to make the space our own.

Many thanks to the Board of Directors of the Boys and Girls Club for offering some interim additional space at no additional cost for several months while we continued to assess our needs.

New Ontario Autism Program (OAP)

In early 2020, GJCC entered into a partnership with Child and Community Resources (CCR) to assist them with OAP Services. At that time, GJCC began taking on the provision of some of the existing OAP services that were being delivered directly through CCR. This included a small number of children who were participating in behavior plans.

GJCC, CCR and numerous other partners worked diligently over the course of 2020-21 to ensure autism services were preserved in the Thunder Bay District and delivered by trained professional staff.

In May 2020, GJCC welcomed 14 new professional staff to the organization to support the work of the Applied Behaviour Analysis (ABA) program. Virtual ABA services were provided during closure periods and in-person services resumed in early July 2020.

To date, the team has started some service within the school boards, offered parent sessions & client groups to 183 individuals and offered 78 caregiver sessions. GJCC has been an active participant with the CCRs Northern Collaborative initiative.

Many team members completed their Registered Behavior Technician (RBT) training and others continued to enhance their skills through various other training opportunities such as Pivotal Response Training (PRT) training, and the Program for the Education and Enrichment of Relational Skills (PEERS®).

GJCC continues to work actively to support the implementation of the new OAP program, expected to roll out over the course of 2021 by MCCSS. This includes offering publically funded services based on funding received from MCCSS and developing a fee-for-service autism program where publically funded services are not available.





Staff Recognition

Thank you to all of our staff and volunteers

Appreciation goes out to all of our staff and volunteers for their hard-work, tenacity, and ingenuity. Each individual plays an important part in our success. We thank each and every one for their unique talents, efforts and never-wavering passion to empower and inspire children, youth and families.

Happy Retirement!

George Jeffrey Children's Centre congratulated Lee Moorley, Client Intake Worker on her retirement after 31-years of service with our organization! Over her career with the Centre, Lee supported clients of our child care centre (now known as Little George's Child Care Centre) and our Community and Centre-Based Rehabilitation Services Program. Lee touched the lives of many children, youth and their families with her kindness and dedication. She also touched the lives of many co-workers with her friendly nature and generosity. We wish Lee a retirement full of happiness and new adventures!

George Jeffrey Children's Centre congratulated Kim Sjolund on her retirement after 22 successful years as Seating Technician and Recreation & Leisure Facilitator for our organization! Through her roles with the Centre, Kim developed many great connections with our community, families and colleagues. During her time with the Centre, Kim was also a tireless volunteer for Special Olympics; coaching and cheering on athletes in numerous sports and of all ages. We wish Kim all the best for a long and healthy retirement surrounded by her growing family.





30 YEARS

Marlene Trystruha

10 YEARS

Jenilee Gagne
Rebecca Skean

20 YEARS

Nicole Deschamps

5 YEARS

Jaime Foster
Kelly Hansen
Lorrie Dykstra
Sara Woodruff



MILESTONES - Years of Service

The following staff reached service milestones in 2020. George Jeffrey Children's Centre's success is a direct result of our valued employees. We thank them for their dedication and commitment.



Message from the George Jeffrey
Children's Foundation

Executive Director



The 2020-2021 year has been one for the books!

However, it's truly been an amazing first year as Executive Director of George Jeffrey Children's Foundation! I feel privileged to be fundraising for our local Children's Centre that provides programs and services for over 2,500 children and youth.

Because of the generosity of our donors, George Jeffrey Children's Centre has been able to:

- Fund a Care Co-ordinator pilot position that reduces administrative time required of our clinicians allowing them to spend more time with our children and their families;
- Purchase special physiotherapy bikes giving children the opportunity to ride a bike while being assisted by their care giver(s);
- Enhance the equipment loan program which enables children and their families to trial specific equipment and devices before spending a lot of money on an item that may not work or be helpful.

It's because of the continued generosity from people and organizations in our communities, that our Centre will become even MORE accessible when we convert 11 treatment rooms with dimming light switches. Clinicians will be given the ability to dim lighting for assessment and treatment purposes, and clients who are blind and/or have low vision will benefit from the increased contrast between an object and the background, making the object more visible to them.



Finally, the Centre's Youth and Adolescent program has started a Youth Fitness Initiative through donor support, which means our Centre will soon have a traditional gym space! Through this initiative, our youth and families will gain knowledge and comfort using traditional exercise equipment that is found in community gym settings, helping our adolescents gain independence and transition to adulthood.

Respectfully,

Cindy Kawahara

Cindy Levanto-Kawahara,
*Proud Donor and Executive Director,
George Jeffrey Children's Foundation*

Management Leadership Team & Board of Directors



Management Leadership Team

Tina Bennett
Chief Executive Officer

Michelle Blackburn
Manager, Client Services

Cindy Daniele
Child Care Supervisor

Nicole Deschamps
Manager, Client Services

Stacy Greenwood
HR Manager

Shannon Little
Finance Manager

Marlene Trystruha
HIS Manager

Cindy Levanto-Kawahara
Executive Director Foundation
(October 2020)

Steve MacDonald
Executive Director Foundation
(until May 2020)

Board of Directors

Andy Hay
President

Holly Walbourne
Vice President

Andy Armitage
Director

Ivana Chies
Director

Lucy Goldberg
Director

Matthew Lindstrom
Director

Kathryn Peterson
Secretary

Jon Racco
Director

Derek Sanderson
Director

Tom Sarvas
Treasurer

Dr. Michael Scarcello
Director

Scott Schooler
Director

Statement of Operations

George Jeffrey Children's Centre
For The Period Ending March 31st, 2021

Revenue	Actual
Ministry of Children, Community and Social Services	5,592,330
Thunder Bay DSSAB	278,921
Recoveries & Other income	2,574,872
Amortization of deferred capital contributions	350,840
Total	8,796,963
Expense	
Salaries & Benefits	5,069,907
Other expenses	3,152,886
Amortization of capital assets	350,840
Total	8,573,633
SURPLUS OR (DEFICIT)	\$223,330



George Jeffrey
Children's Centre
ENRICHING CHILDREN'S LIVES

200 Brock Street East, Thunder Bay, ON
(807) 623-4381 • georgejeffrey.com

PROUD MEMBER OF:

