



NANAIMO CHILD  
DEVELOPMENT CENTRE

*Opening Doors®*

# 2021

# IMPACT REPORT



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# *Our Mission*

We support the growth of children and youth by strengthening families and building the community through child development programs, community education and advocacy.

# *Our Vision*

An inclusive community in which all children and families have the supports they need to grow, participate and thrive.





# Welcome

## Message from the Board President and Executive Director

We are pleased to present the Nanaimo Child Development Centre 2020-2021 Impact report summarizing the performance and achievements of the past year.

The past year was truly historic in regard to the development and number of changes that the organization went through as we adapted to the global pandemic. The year began with a rapid implementation of new safety measures and protocols that were put in place to ensure the health and safety of the families we serve while still being able to provide the services they need. Our team worked hard to reallocate our resources; telehealth services were quickly put into place and systems were implemented to allow staff to work remotely. While these changes created some limitations and were not ideal for some of the services we provide, many developments and innovations proved positive and will continue when the pandemic is no longer overshadowing our lives.

Telehealth services were in existence and have been practiced in BC for some time prior to the pandemic. The necessity of incorporating them into our work and across the sector in 2020 shined a light on the benefits of this practice. At NCDC, telehealth services will continue to be offered as an option for families. This method is preferable for some families, and it also allows our team to service more families due to the reduction in travel time. In 2020, telehealth enabled our early intervention team to provide services to 74 more children than in the previous year.

In 2020 our Family Resource Navigator program was highly utilized and continued to provide services to support families in navigating the systems of support available in Nanaimo. This support was primarily through phone calls. However, our Family Knowledge Nights continued virtually and several sessions were offered during the year. These were very well attended by local families and also parents from outside the region. Again, the virtual option proved beneficial and increased the reach of this service. Virtual training sessions will likely continue moving forward, in addition to the traditional in-person sessions that we have always provided.

In early 2021, NCDC launched the new Nanaimo Early Years Partnership. This new network of service providers was developed to serve as an advisory group for the early years community of Nanaimo, to decrease gaps in service provisions, help eliminate fragmentation, identify support needs and resources and inform long term planning for early years resources. We are excited about the networking and relationship building that this will lead to.

Cultural Safety training at NCDC continued in 2020 with the entire team attending two virtual workshops facilitated by Master Trainer, Tammie Myles. NCDC is actively engaged in developing programs to be culturally safe and barrier free. The recent shocking discovery of the remains of 215 Indigenous children at the Kamloops Indian Residential School reinforces our determination to be an organization that honours Truth and Reconciliation. We will never forget the historical and ongoing injustices and trauma inflicted on Indigenous people by the colonial system and we will do everything we can to build bridges and be part of the healing process.

This year NCDC has had many opportunities to live up to our values and fulfill our mission to **Support the growth of children and youth by strengthening families and building the community through child development programs, community education, and advocacy**. Our mission is the reason why we do what we do. It's about the power and strength of an inclusive community where we educate and teach ourselves, the

## Cont...Message from the Board President and Executive Director

families we serve, and our community about the potential of every child. It reminds us every day that the work we do is greatly needed. It also reminds us that there are still many challenges to overcome to reach a place where all people are valued and included in our community.

In closing, we cannot end the year without thanking the dedicated and committed people that help NCDC to achieve its vision. We acknowledge and thank our funding agencies; the Ministry of Child and Family Development and Island Health. In addition we thank the foundations, agencies and companies that have supported NCDC this year. Without the contributions from these organizations and organizations such as the Children's Health Foundation of Vancouver Island, many of our new and innovative projects would never have come to fruition. We sincerely thank all the individuals and businesses that have generously donated funds or gifts in kind during the last year. Each donation helps to make a difference in the lives of the families we serve.

In addition to the support from our funders, we want to acknowledge the support and the hard work of our staff and management team. Without these leaders, the NCDC could not have accomplished what it has in the past year. Their ongoing commitment and dedication to the children and families they serve is a testament to all of us. We are proud of you.

Finally we want to applaud and thank the Board of Directors for their vision, guidance, commitment and unwavering support of the agency.

*Michael Robinson*

*Dominic Rockall*

## 2020/2021 Board of Directors

Leadership changes lives. We are fortunate to have a Board of Directors that is passionate about the work of the Nanaimo Child Development Centre. This past year has been a journey of change as the Board dedicated significant time this year to support the NCDC through changes brought by the Pandemic. We are thankful for this group of fantastic people:

**Michael Robinson—President**  
**Ken Hammer—Vice President**  
**Jane Eade—Treasurer**  
**Kevin Gillanders—Chair of Personnel Committee**  
**Laura Addison—Director**  
**Veronica Buck—Director**

**Brandon Charlesworth—Director**  
**Kimberley Judson—Director**  
**Jennifer Leslie—Director**  
**Sheridan King—Director**  
**Blake McGuffie—Director**  
**Dr. Keith Menard—Director**

# MEASURING



**83%**

Of families received information and resources from the Family Resource Navigator within 3 days of their call to the NCDC.



Families had contact with our Intake Worker within 3.25 weeks of their referral, although short of our 2-week goal, a huge improvement from 2 years ago when it took an average of 6 weeks.



**91%**

Of families of surveyed at discharge were satisfied with the service they received from the NCDC.



**91%**

Of staff agree that the NCDC supports their health and wellness.



- "Quick responses, capable employees"
- "The People! I can't say enough good things about the people who were directly involved in my child's care!"
- "Strong Communication and a wide variety of services"

# SUCCESS IN 2020

Of families reported they felt connected to at least one service provider during COVID-19.

**83%**



of Family Knowledge Night participants reported an increase in knowledge and skills.

**100%**



Children, youth and families received support in 2020

**1451**



Referrals to early intervention therapies received and initial consult within three months.



- “Effective, timely service. Had a wonderful approach to handling my child’s care with consideration to the current pandemic”
- “Support Workers were amazing.



# Human Resources

*“Staff!! They make the Centre: qualified, energetic, accommodating and dedicated” -Parent Feedback*



2020-2021 was a defining year for developing flexibility with our workforce at the Nanaimo Child Development Centre. I would like to thank our staff, volunteers, students and the families that we serve for their true dedication for helping children, and for working as a team to find our way down a difficult path that the Pandemic continued to present. A thank you to the Health and Safety team who continued to develop the Pandemic safety plan to protect us all. Finally a thank you to the families who adapted, gave feedback, suggestions and helped us continue to provide services to their children. Staff participated in a wide variety of education sessions developing their skill sets to better serve this community.

We wished a Happy Retirement to a long time Finance Director, Judy Gallacher who dedicated 10 years of her career to the Nanaimo Child Development Centre, We also wished a Happy Retirement to Jeff Sponaugle, Payroll Administrator.

*Desiree Webber*

## Long Term Service Awards Presented To:

### 5 Years:

Hilary (SLP)  
Kimberlee  
(FRN)  
Susan C (IDP)  
Sasha (OT)

### 5 Years cont...

Martina (SW)

### 10 Years:

Judy Gallacher—FD  
Marilou (HSK)  
Amber (SCD)  
Kathryn (SLP)  
Leanne (SW)

### 15 Years:

**Names**  
Kim (FD)

### 20 Years:

**Names**  
Desiree Webber—  
HR

## Long Term Board Director Service Awards to:

Blake McGuffie—35 Years  
Michael Robinson—15 years



# Finance

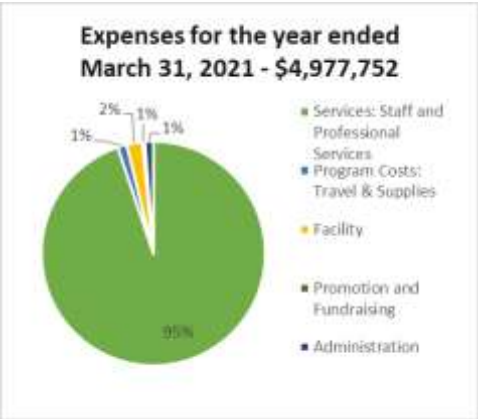
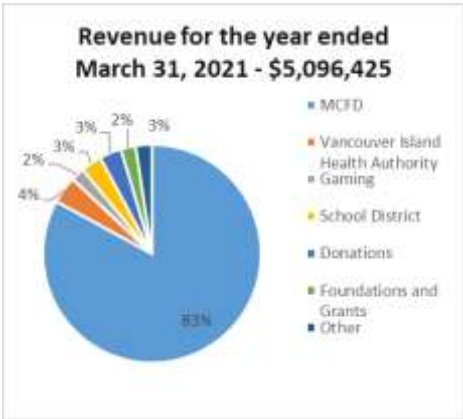


It was a year of many changes for the Finance Department! Rose Wilkes left the Nanaimo Child Development Centre in April 2020 after nearly 12 years of service. Her warm personality and dedication to the Centre never went unnoticed by all those around her. We then said goodbye to our long-term Finance Director, Judy Gallacher, who retired at the end of October 2020. Judy was an integral member of the Centre and left the organization with impeccable financial reporting and control systems in place to allow for a smooth transition. Judy's retirement was followed by our Payroll Administrator, Jeff Sponaugle, who welcome retirement only one month later in November 2020. Jeff was with the Centre since 2015, and his friendly and approachable demeanor was a valuable asset to the Finance team. Lastly, we welcomed Madeleine Zemek in November 2020 as a Payroll/Accounting Administrator.

The Finance team had to respond to a variety of challenges that presented during an unpredictable year, which resulted in the transition to modified systems that could function in a work-from-home world. This included a new monitoring and invoice processing cycle for one of our largest departments to aid in providing up-to-date data for monthly decision making. Further, the team worked closely with Kathy Shaw of the Resource Development department to design and implement a streamlined process for tax receipting. I would like to thank my Finance team members for their ideas, patience, and collaborative outlooks as we worked through these system changes.

The year ended March 31, 2021 saw an excess of revenues over expenses of \$118,673. Although we saw a drop in revenue due to the cancellation of events, we were also able to recognize some savings as a result of the pandemic to help offset this. We received revenue from a combination of funders, including the provincial government, School District 68, Vancouver Island Health Authority, several large foundations, and our incredible donors. During a year filled with uncertainty, we are grateful for our donors who continued to campaign for and contribute to our organization – thank you!

Sam Lewis, CPA



| 5 Year Financial Summary Comparison              | Fiscal Year Ended |              |              |              |              |
|--|-------------------|--------------|--------------|--------------|--------------|
|  | 31-Mar-21         | 31-Mar-20    | 31-Mar-19    | 31-Mar-18    | 31-Mar-17    |
| Revenue  | \$ 5,096,425      | \$ 5,529,702 | \$ 5,104,599 | \$ 4,556,462 | \$ 4,657,304 |
| Expenditures                                     | \$ 4,977,752      | \$ 5,581,376 | \$ 4,730,785 | \$ 4,479,594 | \$ 4,552,194 |
| Excess (Deficiency) of Revenue Over Expenditures | \$ 118,673        | \$ (51,674)  | \$ 373,814   | \$ 76,868    | \$ 105,110   |

# Program Report



*“Every success story is a tale of constant adaptation, revision and change” - Richard Branson*

We can all agree that 2020 was like nothing we could have expected. The COVID-19 pandemic threw everyone for a loop and created several twists and turns in our professional and personal lives. Within a few months, most agencies had moved mountains to send their work force home, create a new service model and write lengthy Covid safety plans. A year and a half later, the big question we are all faced with is; where do we go from here?

## Highlights Of The Year

As a result of the pandemic, the centre managed to implement efficiencies that will have a long lasting impact on service delivery. Some **highlights** include:

- The incredible resiliency of staff who quickly rose to the challenge of finding new, creative ways to deliver service and keep the centre operating.
- Developing a hybrid service delivery model to include in person and virtual care. This included the implementation of the **Visit Priority Support Tool** which supported staff to assess a clients need and risk before scheduling an in person visit.
- Cell phones purchased for programming staff simplified contact with families, teams and colleagues.
- Hard to reach families now have an alternative to in person sessions.
- Parents became active participants in therapy services often taking a coaching role with their children.
- Community presentations, such as All Kids go to School, dramatically increased in size when provided virtually.
- Staff were able to see more clients virtually than in previous years, which is most likely due to a reduction in travel time.

There were many challenges faced by center over the past year. Creating new practices in a hurry from scratch is particularly stressful and many of the staff reported feeling information overload. There were inequities in software, hardware and internet access for clients and staff attempting to work or receive service from home. Telehealth placed more responsibility on parents, who were already experiencing multiple stressors. Increased concerns for confidentiality while working remotely and delivering virtual service emerged, alongside the continued debate for superior virtual platforms. Staff reported a decrease in their mental health and some began to feel isolated. There are increased concerns from staff and community partners that many children simply did not receive the service they needed during the pandemic due to limited in person sessions. There is a general consensus that the full impact of the pandemic on the social, emotional and physical life of children and families has not been fully realized. Once we can fully understand the challenges and strengths of the last year and half, perhaps we can emerge stronger, more focused and with an acceptance that service delivery is forever changed.

A heartfelt thank you to the dedicated staff at the centre who worked so hard to keep the centre flowing and improve the lives of children and families during a very challenging year.

With gratitude,  
*Cheryl Booth*



# Infant Development

The Infant Development Program (IDP) continues to provide support to infants/children aged birth to three years (and their caregivers) who have developmental delays or who are at risk for developmental delays. During the 2020/2021 year, IDP consultants acted quickly in response to the COVID-19 pandemic to provide service remotely. As a result of this efficient service adaptation, there was no gap in service and there continues to be little or no waitlist for new clients to access the program.

## Highlights Of The Year

Historically the majority of IDP support occurred in the client's home. With the transition to remote services, the IDCs focus became connection and service delivery via telehealth (online video consults or phone consults). In line with public health orders, urgent client consults were completed in-person when the need dictated the service. As public health restraints have lessened and the weather taking a turn for the better, some clients have been able to access outdoor in-person consultation.

The IDP is proud to have participated in many online and distanced initiatives this past year to ensure that the unique needs of IDP clients are being met. Some of these initiatives include:

- Virtual information sessions for the Born Healthy group in Ladysmith.
- Online "IDP Chat" open to community members with questions and concerns about their babies.
- Distanced and online infant massage groups.
- Online need-specific groups in collaboration with the Speech and Language program at the Nanaimo Child Development Centre (Play with Words & Simple Signing).
- Client outreach including: - Toy drop off with a play and language theme - Literacy Drive Up Event
- Consultation with Island Health Speech Pathologists to ensure continuity/consistency of service between the programs.

The IDP is extremely fortunate to have staff with diverse education and experience backgrounds. These backgrounds set the foundation for a wide breadth of knowledge sharing to the benefit of IDP clients and the NCDC staff as a whole.

The IDP consultants are passionate about their work and are committed to providing the highest level of service to their clients. IDP consultants are always on the lookout for updated best practice standards and educational opportunities that allow for higher level comprehensive services to clients and their caregivers.

# Speech Language Therapy

A year like no other! The four NCDL Speech Language Pathologists (SLPs) took on the challenge of providing speech, language and feeding services to families during this pandemic year.

## Highlights Of The Year

- The majority of speech and language service took place virtually this year, with some in-person outdoor and centre visits when needed. SLPs were challenged with gathering accurate and complete information about children's communication skills by video-link, relying heavily on parents for information and descriptions. We adapted assessment tools and games for on-line presentation. Most importantly, we were moved to provide coaching to parents in new ways – parents really did need to become their children's primary agent of change and we have seen some great successes in providing service in this way.
- Throughout this year, we have been able to connect with families within three months of referral to provide an initial consultation in response to at least their primary speech and language concern. Providing early services, our aim is to support parents to use communication strategies early and to best plan for next steps in service.
- We adapted two of our usual in-person groups to virtual events: *Play with Words* ran with our IDP partners and *Social Starters* went ahead with collaboration with OT. *Play with Words* provides parents and early communicators with strategies that help support early play and language skills. The *Social Starters* group focuses on play and interaction skills for parents and children who are learning early social communication skills. Both groups were well attended and had positive responses. A new group, *Simple Signing* was also offered virtually this fall, introducing parents to ways to use sign language to support communication in their children; this group was co-facilitated by IDP.
- SLPs had a busy year of virtual professional development through conferences and webinars, with more opportunities than ever to connect locally, nationally and internationally with SLPs and other professions from around the world. Connecting virtually for on-going learning has opened doors to information and resource sharing like never before.
- We welcomed a new SLP to our team this year and are really looking forward to the day when we can get to know her better in person! We are forever changed by this pandemic. We have quickly risen to the challenges of providing service in new ways, developed resiliency, and explored new ways to look at how we provide speech and language services. As this next year unfolds, we are looking forward and getting some of the "old" back to mix in with the "new."

# Physiotherapy

The Physiotherapy (PT) department continues to operate with 3 part-time clinicians for Early Intervention Program (EIP) and School Age Therapy (SAT). All PT's regularly carry increased caseloads due to high-priority referrals needing to be being picked up immediately, which results in lower-priority referrals waiting longer for service. EIP: 179 new referrals and 334 active clients from April 1, 2020-March 31, 2021. SAT: 11 new referrals and 48 active clients from April 1, 2020-March 31, 2021.

## Highlights Of The Year

### Service Delivery

All PT referrals received an initial consultation with a Physiotherapist within 3 months to assess the child's needs and determine their priority level using the prioritization rubric which allows for fair service delivery. Following initial consultation, the child is assigned to the intervention waitlist or provided with minimal, short-term consultation. Children with higher needs were picked up right away for ongoing service.

Clients were primarily seen virtually during the former part of the year, however in-person visits quickly increased as COVID-19 safety protocols were put in place and our visit prioritization tool was created. The PT department provided more in-person service compared to other departments over the past year, given the hands-on nature of the profession.

### COVID-19 impacted PT service over the past year in the following ways:

- Telehealth services provided opportunities to see more clients in a given day as virtual visits tend to be shorter. It also allowed us to schedule urgent referrals more quickly.
- Working from home and virtual visits allowed for more flexibility for scheduling visits outside of normal working hours.
- Longer wait times for in-person visits due to space constraints (i.e. rooms available for booking) and prioritization of these in-person visits
- Numerous cancelations and rescheduling of in-person visits due to client, clinician, or family member illness in accordance with Covid-19 protocols. This also resulted in longer wait times.
- Both Sunny Hill seating and mobility outreach clinics were canceled.
- We have not been able to run our regular groups easily (if at all) which has made providing timely service to a number of children on our waitlist more challenging.

### Highlights of the Year

- A Virtual Learn to Bike workshop was run jointly with OT and PT during the summer.
- One outdoor and physically distanced Rocking Rockets gross motor group ran in the fall with 3 participants.
- Physiotherapists participated in different ongoing professional development including the Infant Mental Health workshop, The E-Health Summit, and Cultural competence/safety training with Tammi Miles.

# Occupational Therapy

The Occupational Therapy (OT) department provides assessment, consultation and intervention within two programs; early intervention (EIP) and school age therapy (SAT). Additionally, OT provides Occupational Therapy support to the Vancouver Island Children's Assessment Program (VICAN).

## Highlights Of The Year

OT EIP eligibility was extended to the sixth birthday unless the child is transitioned to another program that provides OT services. This meant 7 children received OT who would otherwise not have received it (they were referred after they were eligible for school). It allowed some consultations in Kindergarten classes for children whose OT services would not have observed this important environment and new occupations. In all, 18 children received OT after they were eligible to enter school.

The COVID-19 pandemic necessitated a transition to primarily virtual supports including use of video conferencing for services. When safe to do so, and where in-person services are required, OTs resumed in person visits utilizing playgrounds, yards, classrooms and therapy spaces while continuing virtual services. As occupational performance (the participation in activities of daily living) cannot be removed from the environmental context, in some situations home visits have been required for physically complex children. This has included supporting some clients to return home from hospital or when they moved from other communities. At this time families continue to be provided hybrid services that employ the many virtual tools as well as in person services when/if required.

Group services were adapted due to the pandemic, but continued. By recording sessions, there lasting legacies that are will improve accessibility to families. Collaboratively with SLP, OT department hosted a 3 session parent learning group regarding social communication and people play. This group is a virtual adaptation of Social Starters which was a previous parent-child participation group. An OT made a video recording of the Communicating with Visuals parent workshop which was first developed as an in person workshop with SLP. An OT and PT collaborated on a virtual Learn to Bike workshop which was recorded and is now available on the NCDC YouTube channel.

With minimal exceptions all families are being contacted within 3 months of their referral to OT. The initial consultation process includes assessment of the child and family's needs and often family goal setting. The family is provided with strategies, resources and/or a follow-up plan. Following the initial consultation children are prioritized for further service based on their family's goals, current level of participation in daily activities, previous services and assessed needs. Specific focus is given to making embedding strategies and recommended activities into the child's routines. Our prioritization tool was shared with provincial EIP colleagues who are adapting to their circumstances in other communities.

OTs provided input and education internally and to community partners such Nanaimo Ladysmith Public Schools (NLPS). An OT presented to the Masters of Special Education class at Vancouver Island University. OTs and a PT provided a series of virtual lunch and learn sessions about information from the 2020 International Seating Symposium. An OT and PT presented virtual training on safe lifts and transfers in the school environment at an NLPS professional development day.

# Child & Youth Development

The Child and Youth Development (CYD) Program provides support to children and youth with special needs. The program receives referrals from MCFD Child and Youth with Special Needs (CYSN) Social Workers.

## Highlights Of The Year

Like most programs at the centre, the Child and Youth Development program shifted the way services were offered during the pandemic. Social groups continued daily, but switched to a virtual model using Zoom. Children, youth and families were pleased for opportunities to continue to connect with their peers and their Child and Youth Workers, which was evident by well attended groups. Group themes included virtual games, sharing opportunities, virtual exploration of community and world exhibits, weekly conversation topics and a chance for our clients to stay connected in a safe space where we could all share our thoughts, feelings, and challenges around this new way of life we were experiencing. Additional group topics included; social thinking, self-esteem, leadership, craft/art based connection and transitional support for our teens ageing out to adult services.

For those of our clients and their families experiencing barriers with the virtual service model, the Child and Youth Development team continued to offer a hybrid model of in-person and virtual opportunities allowing for continued service rotation for current and new clients within the program.

Following the ever-changing guidelines of the Provincial Health Officer and the NCDC health and safety committee, we were able to offer a balance of virtual and face-to-face service through the pandemic. Virtual groups ran weekly for 1.5 hours and provided participants the opportunity to build social connections. We partnered with a community agency to offer an indoor recreation group for those who enjoy a more active rec-based service model.

While this year has brought many uncertainties, it has also given our team a chance to grow together and find new and creative ways to continue to meet the needs of our clients and their families. It has been an honour for our team to be able to continue doing the work that we do. We look forward to the upcoming year of continued growth of the Child and Youth Development Program.



# Family Development

Family development provided early intervention service to families with children aged 0-6. School aged intervention was provided to children aged 6-12 through a partnership with Child and Youth Mental Health who screen for program eligibility.

## Highlights Of The Year

Providing Family Development service through the pandemic was a big change for both the program and families. Our new normal has been delivering services to families using remote options such as telephone and zoom. After the initial adjustments of setting offices up from home and adapting to a changed work life, service delivery has been quite successful, even in these difficult times of significant change. Family Development Consultants supported families in the Pandemic to address needs related to parenting, child development, grief and loss, family communication, social/emotional needs, behaviour, family relationships and mental health. Families were open and receptive to having service delivered through the telehealth model.

Prior to the pandemic, time that was allocated for travel to and from family homes has been utilized to offer help to more families. Waitlist consults continue to be offered as well.

Family Development Consultants participated in professional development provided by the Centre. This included two Infant Mental Health series by Sick Kids Hospital via telehealth. Family Development staff participated in a free course from the Crisis and Trauma Resource Institute called Wellness Strategies for the Helping Professional-Resiliency during Covid 19. Team members continued to participate on NCDC committees during the Pandemic. The Family Development team strives to provide great service in uncertain times.



# Family Resource Navigator

The Family Resource Navigator (FRN) supports families by providing information, education and support to navigate systems such as health care, social services and education. The program also offers support through peer to peer parent groups, educational knowledge sessions for parents and community members and a drop in community playgroup.

## Highlights Of The Year

We celebrate that we were able to adapt quickly to continue our supports for families and the community through these unique times. Due to the pandemic, we were not able to host our face to face programs and when we shifted to a virtual platform, we did see a decline in participation in our playgroup and peer to peer groups. Many families choose to wait till we can return to a face to face model.

Overall we saw our numbers in regards to calls, and educational participation stay relatively the same and recognize that we were able to reach new families that we might not have ever seen if we were only hosting events in person. We look forward to welcoming back our community member and families to face to face services, while we explore continuing with some virtual opportunities to meet the diverse needs of families in our community.

- FRN received 416 calls from families and community members looking for resources
- 108 individual families participated in virtual playgroup
- 245 individuals enhanced their skills and knowledge through our 'Making Connection' educational workshops and seminars;
  - Workshop topics included; Mental Health, Childhood Anxiety, Let's Talk about Drugs, Sexual Health, Childcare 101.
  - Virtual Seminars included; 3 – 7-week seminar on Parenting, 1 – 7-week seminar on Navigating the BC Education system and a 5-week seminar on ADHD
  - 18 families took part in our 3 different virtual parent peer to peer groups - ADHD, Parent and a Single parent group.
  - 23 young adults with diverse abilities participated in our Virtual Young Adults Social Time groups. (hosted 4 – 8-week virtual groups)

We were able to offer free virtually educational programs to parents and community members thanks to the following funders: Island Savings Community Endowment Foundation, Children's Health Foundation and MCFD. We are grateful for their continued support in enhancing parents, families and community members' awareness and resources to support the development of children.

FRN continues to liaise with community projects such as the Early Years Healthy Start Fairs, Nanaimo Youth Advocacy Group, Nanaimo Local Action Mental Health Team, and ADAPT Island.

Personal Growth is not a matter of learning new information but unclearing of old limits...

*Alan Cohen*

# Vancouver Island Children's Assessment Network

VICAN provides assessment services for children from 2 to 19 years of age with a query of Autism Spectrum Disorder, Fetal Alcohol Spectrum Disorder or Complex Child and Youth.

## Highlights Of The Year

The Vancouver Island Children's Assessment Network (VICAN) program has weathered the challenges of the past year with considerable resiliency and success. When faced with the difficulties of virtual assessments, the VICAN team established a set of assessment protocols that adjusted to the reality of contactless testing while still meeting best practice standards for multiple professional disciplines. When virtual assessment was found to be impossible for some children, staff developed protective protocols that kept both families and staff safe. Surprisingly, the VICAN program exceeded anticipated contract numbers for Autism assessments. While Complex Child and Youth (CCY) and Fetal Alcohol Spectrum Disorder (FASD) assessment numbers did not meet pre-pandemic expectations, the number of assessments being completed from September 2020 to March 2021 were on target and running smoothly.

The VICAN program has seen a handful of positive outcomes as a result of the challenges of the past year. One notable outcome was that families who previously had to travel from far distances were able to reduce the number of trips needed to complete assessments. In addition to this the team found they were able to engage some previously hard to reach families through virtual connection as a result of increased familiarity and comfort with zoom technology.

The Nanaimo team also welcomed two new psychologists, Dr. Rachel Weber and Dr. Caroline Buzanko, to our expanded team.



# Supported Child Development

Supported Child Development (SCD) provides a wide variety of supports to community Preschools and Daycares, enabling them to include children with additional needs.

## Highlights Of The Year

Our service over this last year shifted as a result of Covid and being unable to be present in childcare programs as was our usual practice. Our goal has been to continue to serve and support children, families and childcare programs- just in creative ways.

Our caseload includes 189 children and 64 childcare centres from South Ladysmith to Nanoose, with 9 support workers and 7 SCD Consultants on staff.

SCD service includes consultation to child care programs, creating resources, conducting assessments of developmental skills for the children on caseload, supervising support staff and overseeing a lending library of equipment, toys and other resources available to the childcare centres we are consulting to.

There has been little to no waitlist for services, as Childcare Programs were grappling with providing care in a pandemic. As a result, our consultation has been mainly Zoom and phone calls, as well as observing outside time from a distance over the fence. This has been challenging, however, Consultants have been working together with the Childcare programs to seek solutions.

Educational opportunities our team typically offers to the Childcare community had to be postponed this year due to the COVID 19 pandemic. Instead, we trialed a full day workshop over Microsoft Teams to over 40 ECEs. We are working on using a virtual option for education in an ongoing way.

— ❖ —  
A CHILD HAS A SPECIAL WAY,  
❖ of adding joy ❖  
*to every day!*  
— ❖ —

Alone  
WE CAN DO SO LITTLE

Together

WE CAN DO SO MUCH



Helen Keller



# Fundraising

The Resource Development Department (RD) is responsible for the development, implementation and evaluation of the fundraising and marketing campaigns for the Nanaimo Child Development Centre. Fundraising sources include general donations, Foundation & Grant applications, and special events. RD is also responsible for recruiting, training, supervising and recognizing volunteers. The Nanaimo Child Development Centre would not be where it is today without the support of its donors, sponsors and volunteers. We are incredibly grateful to all who continue to help us support the children whom we serve.

## Highlights Of The Year

Although 2020 came with many changes, and challenges one thing that remained consistent was overwhelming community support. During this time of uncertainty, we have been comforted, encouraged and humbled by the outpouring generosity and support from our community. Remarkable people, organizations, community groups, small businesses and Corporations have all shown us how much they care and support the work we do. Raising **\$207,900** to support our programs and services. We cannot thank our community enough for supporting us through this difficult time.

Due to the Global Pandemic we saw the loss of our Signature fundraising event *Silly Boat Regatta*. This typically is the most publicly attended event of the year– with close to 10,000 people in attendance and over 40 teams participating, all funds raised support programs, services and the purchasing of therapeutic equipment for the Centre. Even though we could not gather for the event we saw tremendous community support with many sponsor and teams donating – Raising over **\$27,000** to support our programs and services. Watch for us in 2022- Our presenting Sponsor, Shoreline Orthodontics, invites you to come down to Maffeo Sutton Park on **Sunday July 17, 2022** and enjoy the festivities that day! So many wonderful businesses, families, organizations and volunteers participate and support this incredible family focused event. We hope to see you there.

Shining Star Campaign was launched in November-There was lots of excitement as we watched our Tree light up and sparkle in center of our lobby. The generosity of our community shined through the Christmas season and brought joy and happiness to everyone. Thank you to our donors our true Shining Stars

The 16<sup>th</sup> annual Big Kahuna- Although the event was cancelled the committee remained passionate about raising funds for NCDC and raised over \$11,000 to go towards our programs and services.

A Grant from Children's Health Foundation of Vancouver Island and Island Savings Community Endowment, First West Foundation this year supported our Family Navigator position.

F&M Installations hosted a good catch campaign with all proceeds coming to the Centre. The group raised \$3750.00

Retired Netflix Chief Marketing Officer Kelly Bennett and his brother Shane presented NCDC with a \$15,000 donation to support Programs and services at the center.

Rd is responsible for recruiting, training, supervising and recognizing volunteers. The NCDC would not be where it is today without the support of its donors, sponsors and volunteers. We are incredibly grateful to all who continue to help us support the children whom we serve.

We would like to acknowledge the generous donations of individuals, service groups, corporations, foundations and volunteers who have contributed their time, talent and energy in supporting the fundraising and awareness efforts of the Nanaimo Child Development Centre. It is through community support that we are able to accomplish so much for those whom we serve.

# Donors & Sponsors

As a not for profit agency donations are vital to the operations of the Nanaimo Child Development Centre. Your contributions help us in “Opening Doors” for the families in our community. We are extremely grateful for your support.

## Individual Donors

The Nanaimo Child Development Centre Society recognizes its obligation to respect and protect the privacy of our individual donors. Personal information provided by donors is not disclosed to any third parties.

Rather than listing donors individually, we would like to take this opportunity to thank all individuals for their donations as well as the participants and individual donors to the Silly Boat Regatta, Shining Star Campaigns as well as all third party fundraisers.

## Public Funding

Ministry of Children & Family Development  
(MCFD)

School District #68

Vancouver Island Health Authority  
(VIHA)

## Foundations

Children’s Health Foundation of Vancouver Island

Island Savings Community Endowment

First West Foundation

## Donations In Kind

Able Recognition

Adobe

Archie Johnstone Plumbing and Heating

Erickson Roofing

Cobbs Bakery

Country Grocer

Microsoft Canada

Mosaic Information Technologies

Nucleus Labs

Panago Pizza

Ron’s Landscaping

Securiguard

## Media Sponsors

Island Radio

Nanaimo News Bulletin

The Wave/The Wolf

V3 MediaWorks

# Thank You!

## Corporate Donors/Sponsors

AC Taxi  
Andrew Sheret Ltd.  
Altrusa Club of Nanaimo  
Archie Johnstone Plumbing & Heating Ltd.  
B.D. Mitchell Prosthetic & Orthotic Services Ltd.  
Beaufort Enterprises Ltd.  
Benevity Causes Online Giving  
Big Kahuna Golf Classic  
BPO Elk Lodge #26 Nanaimo  
Canada Helps  
Cedar Lions Club  
Children's Health Foundation of Vancouver Island  
City of Nanaimo (Employees)  
Clark Pacific Excavating  
Classic Renovations  
Coast Bastion Hotel  
Coast Distributors Ltd.  
Cobbs Bread  
Corix Water Products LP  
Country Club Centre  
Country Grocer  
CUPE Local 401  
Deni's Dynamite Deals  
Dug's Depot Ltd.  
Erikson Roofing  
F & M Installations Ltd.  
First West  
Fraternal Order of Eagles #15  
Fraternal Order of Eagles #2101  
Gina's Mexican Restaurant  
Globe Hotel  
H.A. Cyan Creative Inc.  
Harbour City Newcomers Club  
Helping Hands of Work Safe BC  
Hub City Cycles Community Co-op  
Hub City Lions Society Nanaimo  
Hub International  
Island Savings  
Kiwanis Club of Nanaimo Sunrisers  
Kiyo Salon & Day Spa Inc.  
Ladysmith Healthcare Auxiliary  
Lenhart Agencies  
Living Forest Oceanside—Campground & RV Park  
London Drugs  
Long Lake Chiropractic  
McDonald's Restaurant  
M&D Walls Charitable Gift Fund  
Mable Labels  
Mequipco Ltd.  
Mid Island U-Lock Mini Storage  
My Laughing Birds Hotel  
Nanaimo Community Foundation  
Oxy Hotel & Liquor Store  
Palace Hotel  
Panago  
Provincial Employees Community Service Fund  
Pryde Vista Golf Course  
Phone Me Gord Communications  
Pythian Cerebral Palsy  
Ramsay Lampman Rhodes  
Real Estate Webmasters  
Remax of Nanaimo

## Corporate Donors/Sponsors (cont'd)

Rotary Club of Nanaimo—Daybreak

Rotary Club of Nanaimo— Oceanside

Royal Canadian Legion #171

Royal Canadian Legion #256

Seamor Marine

Shaw Communications

Shoreline Orthodontics

Slegg Lumber

Snip & Stitch

Soggy Bottoms 4 Kids

Starbucks

Strategic Charitable Giving Foundation

Superette Foods

Telus

Tidesmen Barbershop Chorus

Turley's Florist Turley's Brothers Ltd.

Women of the Moose

WorkSafe BC

W.R. Addison Loading & Hauling

Woodgrove Textiles Group





**NANAIMO CHILD  
DEVELOPMENT CENTRE**

*Opening Doors®*



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