



NANAIMO CHILD
DEVELOPMENT CENTRE

Opening Doors®

2022

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 2021-2022 Impact Report summarizing the performance and achievements of the past year. The past year was once again unprecedented in terms of the number of operational changes that had to take place in response to changing health orders and guidance from the Public Health Officer. The year began with maximum safety measures and then these were eased up over the year and then tightened again in the fall in response to rising numbers of COVID-19 infections.

While the pandemic took a huge toll on our community and the world, it is leaving us with new ways of operating that will provide benefits to families now and into the future. Specifically, we now provide ongoing and regular telehealth services if requested by a family. This virtual support provides more accessibility for many families. As we noted first in 2021, the number of families we are serving on an annual basis increased over the pandemic due to time saved in travel to and from appointments in the community. In-person services will always be needed, and in some instances are essential to the service, however, when indicated as clinically effective, and requested by families, telehealth services will continue to be an option.

Our Family Resource Navigator program continued to be highly utilized. This is another program that will likely see a permanent change in how it operates. Specifically with the Family Knowledge Nights which will continue to provide online education sessions. As in the year before, we found that a lot of people enjoy the convenience of accessing this service online.

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 initiative has generated. In 2022, this group held a “Wellness Hub” which brought to together service providers from across the community to one location for one day so that families could learn about some of the resources available in the community.

2021 was the first year the Vancouver Island Pediatric Equipment Library has been in operation. NCDC initiated this Island-Wide Initiative in collaboration with 6 other agencies on Vancouver Island. The library will provide families with quick and easy access to therapy equipment to support the development of their children. This initiative is entirely funded by a grant from the Children’s Health Foundation of Vancouver Island.

Cultural Safety training at NCDC continued in 2022 with the entire NCDC team completing the San’yas Anti-Racism Cultural Safety Training. We are grateful to the Federation of Community Social Services for a grant of \$13,000 that made this training possible. This is part of our ongoing work to make services more accessible and reduce barriers for Indigenous children and families, new immigrants, and people of colour.

In 2022, Erickson Roofing and their partners finished the donated roof repair that they started a year earlier. This very generous donation was valued at \$50,000. The importance and impact of support from foundations and donors such as Children’s Health Foundation and Erickson Roofing cannot be understated. From staff training to equipment access for families, to building needs, we simply could not operate to the level of excellence that we do without the support we get from the community.

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

We would like to thank the dedicated staff and volunteers that help NCDC to achieve its Mission. We would also like to acknowledge and thank our funding agencies; the Ministry of Child and Family Development, Island Health, and School District 68. In addition we thank the foundations, agencies and companies that have supported NCDC this year. Without the contributions from these organization, we would not be able to envelope new and innovative projects, such as the Equipment Library which began this year.

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 thank the Board of Directors for their vision, guidance, dedication and steadfast support of the agency. The well-known proverb says “It takes a village to raise a child”. Together with the families we serve, our Board of Directors, our staff team, our volunteers, our funders, our donors, the foundations that fund us, and our corporate partners, we are all part of that village.

Michael Robinson

Dominic Rockall

2021/2022 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

**Jennifer Leslie – Development Committee
Chair**

Laura Addison – Director

Veronica Buck – Director

Brandon Charlesworth – Director

Bob Colclough – Director

Sheridan King – Director

Marilyn Maychak – Director

Blake McGuffie – Director

Dr. Mitchel Zelman - Director

MEASURING SUCCESS IN 2021



98%

Of parents/caregivers agreed that staff at the NCDC listened to them about their child and/or family's needs.



100%

Of parents/caregivers surveyed agreed they have been treated with respect by service providers at the NCDC.



92%

Of staff agree the NCDC is family centered in respect to themselves as a staff member.



92%

Of parents/caregivers were satisfied with how they received NCDC services (Virtual and/or in-person).



"Most of our time with NCDC was during COVID, and we were impressed with the lengths to which the staff went to do their jobs effectively while remaining safe. Exemplary dedication."

"Good communication with service providers and with parents and kids."

MEASURING SUCCESS IN 2021

Of staff report they are satisfied with their job.

89%



Of staff agree that NCDC Management and Department Leaders provide staff with ongoing opportunities for dialogue and feedback.

84%



Of employees are satisfied with their involvement in decision making that affects their work.

84%



Of staff agree that the organization communicates its expectations effectively to its employees.

81%



“Communication, kindness, consistency and heartfelt attention to the whole life of the child. I feel incredibly grateful for your support. It is helping our whole family.”

“The Centre is friendly, knowledgeable and full of resources.”



Human Resources

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



2021-2022 continued to present challenges and uncertainty to 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 that was committed to find our way down the often-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 and for continuing to develop the communicable diseases plan to keep us safe in the future. In the 2021-22-year NCDC staff showed their incredible resilience and adaptability to engage, train and support our community. NCDC Staff also participated in a wide variety of education sessions developing their skill sets to better serve this community. Most of our staff has participated in the San'yas Indigenous Cultural Safety Training for Healthcare Workers.

I would like to thank our Long-Term Service Employees and Volunteer Board Directors for their amazing dedication to the mission and goals of the Nanaimo Child Development Centre.

Desiree Webber

Long Term Service Awards Presented To:

10 Years:

Sylvie Dumouchel

15 Years:

Teressa Giles

Nicole Waugh

Vicky Boyd

Long Term Board Director Service Awards to:

15 years:

Laura Addison

25 years:

Jane Eade



Finance

Financial Snapshot

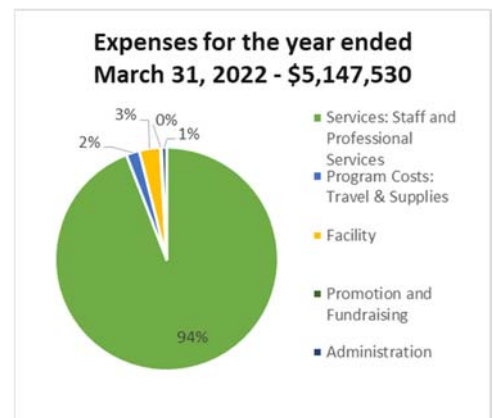
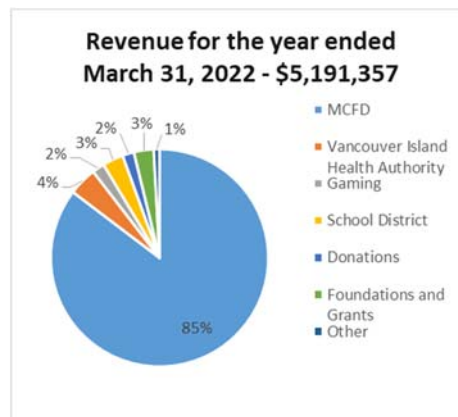


The NCDC continues to operate within a well-managed finance environment thanks to a combination of funders that includes our provincial government, several large foundations, our incredible donors, and a host of community-based event fundraisers. We are fortunate to have such a skilled Finance staff team working alongside our Finance Committee that reports to our volunteer Board of Directors.

Once again, the Finance team had to respond to a variety of challenges that presented during another unpredictable year. Despite setting up a new monitoring and invoice processing cycle for our Supported Child Development program, this program was faced with highly unpredictable expense fluctuations due to challenges faced by childcare centres in hiring staff. This program receives funding from the province for childcare staff for community childcare settings (daycare). At the beginning of the year this program received additional funds from the province to address waitlists, but then due to the lack of childcare staff available the program realized a large surplus and had to return some of those funds to the province. Other surpluses were realized through grant funds that funds that were not able to be used in the current fiscal year. These funds will be carried forward to be used for those same programs in 2022-23. I would like to thank my Finance team members for their ongoing hard work and diligence in managing through the frequently changing environment of the pandemic.

The year ended March 31, 2022, saw an excess of revenues over expenses of \$43,827. Although we went another year without two of our major fundraising events, we were able to do our Christmas giftwrapping event and we received several generous donations. 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 another year filled with uncertainty, we are grateful for our donors who continued to contribute to our organization – thank you!

Sam Lewis, CPA



5 Year Financial Summary Comparison	Fiscal Year Ended				
	31-Mar-22	31-Mar-21	31-Mar-20	31-Mar-19	31-Mar-18
Revenue	\$ 5,191,357	\$ 5,096,425	\$ 5,529,702	\$ 5,104,599	\$ 4,556,462
Expenditures	\$ 5,147,530	\$ 4,977,752	\$ 5,581,376	\$ 4,730,785	\$ 4,479,594
Excess (Deficiency) of Revenue Over Expenditures	\$ 43,827	\$ 118,673	\$ (51,674)	\$ 373,814	\$ 76,868

Program Report

"The best way to predict the future is to create it." - Abraham Lincoln



Over the past year, the NCDC continued to assess and implement improvements to our service for the benefit of our staff and the children and families in our community. Committees such as Occupational Health and Safety (OHS), Performance Management (PMT) and the Nanaimo Early Years Partnership (NEYPP), play a vital role in gathering and assessing up-to-date data that guide our service. It is through this constant reflection and adaptation that we have found success in our ability to meet our mission, which is to support the growth of children and youth by strengthening families and building the community through child development programs, community education and advocacy.

Highlights Of The Year

The committee most challenged over the past two years would have to be Occupational Health and Safety. This team continually went above and beyond the typical committee expectations. They demonstrated their strength, determination and attention to detail as they read and reviewed public health orders, research articles, updated policy, and adapted drills during the pandemic and increased health and safety communication. The hard work and diligence of this team cannot be understated, so please join me in sharing my appreciation for them and their contribution to the health of the Centre. OHS includes: Nicole Sugiyama, Chris Pike, Jack LaCouvee, Desiree Webber, and Cheryl Booth.

Another committee that deserves accolades would be the Performance Management Team (PMT). This team is not for the faint of heart. It takes years to fully understand the CARF performance measures, how to create a series of accurate areas to measure, design and execute surveys, access measurement data and assess outcomes. This experienced committee managed to do just that. From the data collected from our surveys they were able to make informed decisions about hybrid service delivery based on feedback from parents. The NCDC provided mental health education to all staff after the staff survey identified mental health as an area of personal struggle. Thanks for all you do PMT, you are appreciated! PMT consists of: Nicole Waugh, Vicky Boyd, Kathryn Dawlings, and Cheryl Booth.

The NCDC took on the role of planning and facilitating the Nanaimo Early Years Partnership in 2022. This partnership consists of early intervention service providers who are committed to working together to build community capacity and find solutions to gaps in service area. The first area of focus was putting together a 'Family Wellness Hub' for families to learn more about community agencies. This was a fantastic success and will continue in the fall. This partnership is also exploring options for early intervention mental health services.

Although the global pandemic was a challenging time, it provided us with opportunity to find new ways of working that will have a lasting impact on service delivery and staff wellness. As we scrambled to find ways to serve family at the height of social distancing, we moved mountains to create a system that in the end makes us better overall. We now provide more access to service and have greater efficiencies in areas we never thought possible. In-person early intervention will always be the gold star of service delivery, but offering hybrid service delivery provides greater opportunity and access for families. Virtual education sessions attract people from a much greater service areas. Virtual committee meetings save time and cost of travel. Most internal committees moved from paper files to digital files, saving trees! Programming staff using cell phones to connect with families is very efficient. And finally, allowing staff to continue to use work from home options means that there are efficiencies with time and overall, a healthier work life balance for staff.

Cheryl Booth



Infant Development

The Infant Development Program (IDP) continues to provide support to infants/children aged 0-3 years (and their caregivers) who have or are at risk of developmental delays. During the 2021/2022 year, IDP consultants continued to provide flexible, efficient, and effective service in light of the COVID-19 pandemic. With a focus on client needs and safety, service has been offered both in-person and virtual. The ability to offer a virtual service resulted in no gaps in service and little to no wait time for new clients to access the program.

Highlights Of The Year

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 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.

The consultants are proud to have participated in many in-person, online, and distanced initiatives this past year to ensure that the unique needs of IDP clients were being met.

Some of these initiatives include:

- Virtual and in-person information sessions for the Born Healthy group in Ladysmith.
- In-person and virtual client support through group programming at Tillicum Lelum.
- 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).
- Collaboration with PacifiCare to create an in-person “Mother Goose” like program for IDP clients and community members called “Sing With Me”.
- Creation of developmental screening kits that were given to caregivers to ensure that they have access to toys that encourage developmental progression. This project has also proven to be very useful during the times that service must be virtual. It ensured that supplies are readily available for the consult to accurately perform a screening during an online consultation.
- Client outreach including:
Spring, winter and summer literacy packages that included season themed developmental activities and the supporting toys/items/books. Of note, these outreach initiatives would not be possible without the generous donations from community donors!
- Consultation with Island Health Speech Pathologists to ensure continuity/consistency of service between the programs.

Speech Language Therapy

It has been another year of staying flexible, being ready for change and keeping creative with our services to families. The four NCDL Speech Language Pathologists (SLPs) took on the challenge of continuing to provide speech, language and feeding services to families while responding to changing public health recommendations and family needs.

Highlights Of The Year

This year has seen a steady return to primarily in-person visits for SLPs. It has been great to see children and families in person again! Spending time with the kids and celebrating their achievements reminds us why we do the job we do.

Virtual platforms continue to be a very useful tool for connecting with parents and children for follow-up check-ins on skill development, consultation visits, goal setting meetings, and in times when in-person meetings were not possible due to illness in the home.

Group planning is beginning to take shape again. We offered some virtual groups, some hybrid groups (online parent education with in-person outdoor group meet ups) and some small two children groupings this year. We are hoping to build in more groups this fall as opportunity allows. It is so valuable to connect families to each other so they learn from each other and see that they are not alone in their journeys.

SLPs had a busy year of mostly 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. Hopefully the year to come will also bring some more in-person learning opportunities again.

A new SLP joined our team again this year, and it has been great to welcome some fresh ideas to our group and to learn from her clinical experience.

We are looking forward to the year ahead!

We are cautiously optimistic about our new normal way of providing service to families and are confident that we can overcome any new hurdles that come our way.



Physiotherapy

The Physiotherapy (PT) department continues to operate with three part-time clinicians for a total of 2.5 FTE total for Early Intervention Program (EIP) and School Age Therapy (SAT) combined. All PTs 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.

Highlights Of The Year

All PT referrals receive an initial consultation with a Physiotherapist 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 short-term consultation consisting of approximately three visits, however fewer or more visits may be offered, depending on the child's needs. Children with higher needs are picked up right away for ongoing service.

The physiotherapists strive to see all newly referred children for initial consultation within 3 months as per policy. This year, there were some children who waited longer than 3 months for initial consultation.

Clients were offered virtual or in-person visits taking place at the centre, the family home, or in the community. The PT department generally provided service in-person, given the hands-on nature of the profession. That being said, virtual visits are appreciated for those families who are more vulnerable if they become ill, or as an alternative to being rescheduled in the event the family or clinician being ill.

The PT department ran three parent-participation gross motor groups, Rocking Rockets, one being virtual and two being in-person at the centre.

The School Aged Therapy (SAT) program was expanded to include short term consultations. Students from Nanaimo Ladysmith Public Schools (NLPS) can be referred by their school-based team for PT consultation to address one specific area of concern. This expansion allows for students who do not meet the eligibility criteria for full SAT to access PT service.

The PT department, alongside NLPS staff, revamped the Therapy Swim Program. Stricter eligibility criteria to participate in the program was implemented and resulted in more meaningful and consistent service for the students involved. The regular presence of a PT at the program was valuable for answering questions and in providing ongoing education for participating NLPS staff.

PTs served as committee members on several NCDC committees. We also provided education and participated in meetings with the Nanaimo Ladysmith Public Schools and the local At Home Program Eligibility Committee.

Physiotherapists participated in different ongoing professional development opportunities during the year including the Pediatric Update Symposium, Elastic Therapeutic Taping for Pediatrics, and a Pediatric Gait Analysis course.



Occupational Therapy

The Occupational Therapy (OT) department provides assessment, consultation and intervention within two main programs (early intervention, school age therapy). An OT is a member of the assessment team for Complex Developmental Behaviour Conditions (CDBC) portion of the Vancouver Island Children's Assessment Program (VICAN).

Highlights Of The Year

All OT positions were fully staffed. One OT returned from leave, and the temporary position ended as expected. Early Intervention families are contacted by an OT within three months of their referral or intake. Urgent referrals are contacted as soon as required. Initial consultation service includes assessment of the child and family's needs through observation, parent interview and possible standardized measures. It often involves trying strategies and initial activities over multiple months. Following the initial consultation children are prioritized for further service based on their family's goals, and current level of participation in daily activities. Some children are transitioned directly to ongoing service. Some are monitored while interventions (strategies and developmental activities) continue at home and in the community. Very few are waitlisted for follow-up based on lower priority needs.

An OT collaborated with SLP for Social Starters parent participation group.

We expanded the School Aged Therapy (SAT) program to include a short term consultation stream. Students from Nanaimo Ladysmith Public Schools can be referred by their school based team for OT consultation toward one question or concern. This provides access to OT for students who do not meet the narrow eligibility criteria for full SAT service. Through this service we have identified students who the school had not realized were eligible for full SAT service. Ongoing SAT for children with severe needs continues including:

- Supporting Individualized Education planning and goal progress
- Selecting and monitoring equipment for home, school and community use
- Coordination with BC Children's Hospital/Sunnyhill and private therapists

Occupational Therapists serve on several internal committees as well as providing input and education to community partners such as Nanaimo Ladysmith Public Schools and the local At Home Program Eligibility Committee.

Staying current with research and practice is an important professional responsibility and translates to improvements in service to clients. All OTs had the opportunity to attend the virtual International Pediatric Feeding Disorders Conference and continue to collaborate with SLPs on implementing that learning. OTs participated in 2021 professional development in topics of: American Sign Language (ASL), decolonization, Attention Deficit Hyperactivity Disorder (ADHD), and writing more meaningful understandable reports for families. Virtual professional development offerings during the pandemic have increased access by reducing travel and accommodation costs.

Child & Youth Development

The Child and Youth Development program (CYD) provides support to children and youth with support needs and their families. The program receives referrals from MCFD Child and Youth with Support 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 combination of in-person and virtual support. Children, youth and families were pleased for opportunities to continue to connect with their peers and their Child and Youth Workers.

Group themes included the following:

- Sports
- Hiking
- Virtual Games
- Sharing Opportunities
- Virtual Exploration of Community and World Exhibits

There were 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 NCCDC 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 as we begin to find our new normal in service delivery.

Family Development

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

Highlights Of The Year

Family Development Consultants continued to successfully provide intervention services to families, addressing their needs related to the following:

- Parenting
- Child Development
- Grief and Loss
- Family Communication
- Social and Emotional Needs
- Behaviour
- Family Relationships
- Mental Health Concerns

Families are now provided with an option for in person or virtual service, which is delivered through telehealth such as Zoom, Teams and telephone sessions.

Family Development Consultants participated in professional development opportunities on line or via Zoom that was supported by the Centre. These included ADHD seminars with Dr. Francis. Family Development staff used some time researching interventions for their practice with families. Team members continued to participate on NCDC committees including the Performance Management Team, Infant Mental Health Committee, Wellness Committee, and the Fun Team. The Family Development team continued to offer seamless service to meet the needs identified by families through the pandemic and beyond.



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. In addition, FRN hosts the Early Years Nanaimo Community Playgroup and offers peer to peer parent groups, young adult social time (YAST) and knowledge sessions, for parents and community members.

Highlights Of The Year

The Family Resource Navigator served 414 individual families with resources and/or navigation supports as well as the following:

- 511 calls from families asking for support or resources
- 96 individual families participated in playgroup
- 387 individuals enhanced their skills and knowledge through our knowledge sessions
- 24 families took part in our peer-to-peer sessions
- 24 youth took part in our Virtual Young Adult Social Time groups
- 50+ Local or Provincial Agency Connections to support colleagues and families
- Created and maintained a lending library of equipment and resources for children throughout Vancouver Island
- Young Adult Social Time group started up again with weekly sessions
- ADHD parent/guardian peer to peer groups ran in partnership with Parent Support Services
- Administrator for the Nanaimo Community Playgroup FB and Making Connections FB pages

Knowledge night workshops and seminars on topics such as the following:

- Childhood Anxiety
- Understanding Behavior
- Childcare 101
- Parenting
- ADHD
- Advocating for your Child within our BC Education Systems
- Transition to Kindergarten

We were honoured to co-host some of these workshops with community organizations which included Pacific Care, Families2Families, Community Parent Resource Services, and Dr. Francis from Oceanview Pediatrics.

FRN continues to liaise with community projects such as the Nanaimo Early Years Partnership, Island CP Resource Guide (CP of BC & CHF), Outdoor Playday (ADAPT Island), RESP & DTC – Island Resource (CHF), Nanaimo Youth Advocacy Group, BC Early Year Navigators, BC Navigation Community (UBC Summit) and VI Navigators Network Group.

A heartfelt thank-you to the program funders; Children's Health Foundation, Island Savings Community Endowment and Ministry of Children and Family Development for funding this program for another successful year.

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 April 2021 to March 2022 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. This hybrid system is here to stay!



Supported Child Development

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

Highlights Of The Year

Our service over this last year has continued to observe adjustments made in response to the COVID-19 pandemic. While we are still unable to be present in some childcare programs due to a hesitation to have outside professionals in their program, we have been able to attend more and more programs in person. Our goal has been to serve and support children, families, and childcare programs, while embracing creative ways of doing these.

Our caseload includes 184 children and 64 childcare centres from South Ladysmith to Nanoose, with eight support workers and seven SCD Consultants on staff.

Our SCD service includes:

- Consultation to childcare programs
- Overseeing a lending library of equipment, toys, and other resources available to the childcare centres
- Creating resources
- Supervising support staff
- Conducting assessments of developmental skills



This year, there has been a waitlist for both consultant services as well as additional childcare program support. There has been an increase in referrals as the childcare sector moves out of the pandemic. We are supporting children and families through the struggles that this entails. As the ripple effects of the past two years are becoming more apparent for the families, consultants have been working with the childcare programs to seek solutions.

Educational opportunities are starting to be offered once again to the childcare community, with the main offering at present being "Positive Behavioural Supports". In addition, we are working on a virtual option for education in an ongoing way.

★ YOU ARE ★
AMAZING
JUST THE WAY
YOU ARE
★ ELMO ★

What You Do
Today
Can Improve
All Your
Tomorrow!

Ralph Marston



Fundraising

Resource Development has overcome many challenges over this past year and greatly appreciated the ongoing support of our community. We are encouraged by the consistent generosity of our community members, and we are looking forward to our return to more in-person fundraising events with optimism!

Highlights Of The Year

Throughout the year, we received a number of grants to support our programs and services. We are grateful to the foundations that support our work and allow us to continue to provide exceptional programs and services. Thanks to a grant of over \$100,000 from the Children's Health Foundation of Vancouver Island, the Centre has taken a lead role in developing a therapeutic equipment lending library to help children access to specialized equipment. Through this partnership with the Children's Health Foundation, Island Mediquip, and five Vancouver Island social service agencies, we will be able to provide children and families with timely access to the equipment they need for mobility, daily life activities, communication, and health.

We also received two grants that will allow our service providers to support the mental health of the families we serve. Thanks to a \$9,925 grant from the TELUS VI Community Board, many of the NCDC's staff will receive training through VIU's Counselling Skills Level 1 course and will gain the skills required to provide basic mental health support to clients. We also received \$4,300 in funding from the CCCU Relief and Resiliency Fund to equip one of our therapy rooms with the technology necessary to provide mental health support remotely. We were also grateful to be the recipients of a generous grant of \$10,000 from the Allen and Loreen Vandekerkhove Family Foundation to support our Young Adult Social Time program.

Over the holiday season, we hosted our annual gift wrapping event at Woodgrove Mall, raising \$14,422.90. We are incredibly grateful for the support of all the volunteers who made our gift wrapping fundraiser possible by donating their time during the holidays. In addition, \$6,000 was raised through our Shining Star holiday direct mail campaign.

We received a significant support from local businesses and community groups. We are grateful for the support of Alair Homes, who hosted the Great Pumpkin Toss event in November, raising \$3,000. Alair Homes will also be supporting the NCDC with funds raised at their Hub City Soap Box Derby, scheduled for August 20th.

We are thankful for the generous in-kind donations of local businesses. Throughout the past year, Erickson Roofing completed a much-needed repair of the Centre's roof, valued at \$50,000.

We also continue to appreciate the remarkable kindness and generosity of individuals in our community. This year, the NCDC was particularly grateful to Dr. Bill Carr for his generous donation of \$25,000. Dr. Carr is one of the original pediatricians involved in opening the Centre, and his consistent support over the years has allowed us to continue to expand our services and reach more families. His exceptional contributions will change the lives of children in our community.

The past year presented many challenges to our fundraising team, but thanks to the consistent support of our community, the NCDC has remained resilient. We are looking forward to the coming year and are particularly excited for the return of our largest fundraising event: the Silly Boat Races, scheduled for July 17th. We are grateful to all the sponsors and teams who have returned to the event this year, as well as those who are joining us for the first time. We are particularly grateful to our returning presenting sponsor, Shoreline Orthodontics, for continuing to financially support the NCDC during the years in which the Silly Boat Races were cancelled. We are looking forward to once again hosting Nanaimo's silliest fundraiser, and we hope to see you all there!

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 Races, Shining Star Campaign as well as all third party fundraisers.

Public Funding

- ◆ **Ministry of Children & Family Development (MCFD)**
- ◆ **School District #68**
- ◆ **Vancouver Island Health Authority (VIHA)**

Foundations

- ◆ **Coastal Community Credit Union Relief and Resiliency Fund**
- ◆ **TELUS Vancouver Island Community Board**
- ◆ **Children’s Health Foundation of Vancouver Island**
- ◆ **Nanaimo Foundation**
- ◆ **Allen and Loreen Vandekerkhove Family Foundation**

Donations In Kind

- ◆ **Erickson Roofing**
- ◆ **Elite Electrical**
- ◆ **V3 Media**
- ◆ **Mosaic Information Technologies**



Thank You!

Corporate Donors/Sponsors

- ◆ HVAC Systems and Solutions
- ◆ Alair Homes
- ◆ RB Engineering Ltd.
- ◆ Layzell Dreger and Associates
- ◆ Ramsay Lampman Rhodes Lawyers
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- ◆ Regional Recycling Nanaimo
- ◆ Rotary Clubs of Nanaimo
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- ◆ Real Estate Webmasters
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- ◆ Scott Parker Team RE/MAX Nanaimo
- ◆ Andrew Sheret Ltd.
- ◆ Shoreline Orthodontics
- ◆ Casino Nanaimo
- ◆ Madrona Imaging
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- ◆ Vancouver Island District Council
- ◆ Slegg Building Materials
- ◆ Country Grocer

Thank You!

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