

PATHWAYS HEALTH CENTRE FOR CHILDREN

REMARKABLE

2020-2021
REPORT TO
OUR COMMUNITY



MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD CHAIR

In a year that will be written in history books, it is **REMARKABLE** what Pathways, our staff, Board, clients and their families have accomplished. We are pleased to present our 2020-2021 annual report as a celebration of work that continued amidst the COVID-19 pandemic.

We were privileged to work with **REMARKABLE** clients and families who adjusted to new approaches during pandemic restrictions to work towards their goals. Through virtual sessions and altered in-person sessions, clients engaged in activities to support their development. We are proud of our clients and their families. The way they have adapted this year has been inspiring.

We celebrate our **REMARKABLE** staff, able to pivot quickly in response to the pandemic with resilience, expertise and commitment. Our courageous staff went above and beyond to meet their work responsibilities and support families during these unprecedented times.

In spite of challenges of the past year, Pathways saw **REMARKABLE** progress.

- While pandemic restrictions resulted in many closures, we took advantage of the timing to complete the pool refurbishment project which was fully supported by the \$1.6M raised since November 2018.
- In September 2020, School Based Rehabilitation clinicians joined our staff to provide occupational therapy, physiotherapy and speech-language pathology services for school-aged children. As we integrate this program into Pathways we focus on seamless services for families and strong support to educators working with the children everyday.
- We celebrated the announcement of a historic investment of the Ontario Government to support critical rehabilitation and early intervention services. We are excited to learn of the funding that will be available locally to improve access to early intervention and support integrated and streamlined service delivery.

We celebrate our **REMARKABLE** Board who continued to offer strong governance and set a direction for the organization to act on equity, diversity and inclusion, to support Pathways as an organization of excellence.

As we look forward through pandemic recovery, we emerge stronger and see a **REMARKABLE** future. A shared commitment to our Mission, Vision and Values by our Directors, staff, volunteers, funders and donors, grounds our energies to ensure support for children and youth to help them achieve their potential for a better quality of life.

Alison Morrison
Executive Director



Warren Kennedy
Board Chair



45 YEARS OF PATHWAYS

Living a Legacy

This past year, Pathways was proud to celebrate its 45th anniversary of providing family-centred care to children and youth with disabilities. The milestone came in the midst of COVID-19, making for a unique honouring of the day. Pathways featured the Celtic Hillbillies band and served apple crisp in a drive-thru style event, finding a safe way to celebrate with the community.

Pathways opened its doors in 1975 with the support of the Rotary Club of Sarnia, the Ministry of Health, and what was then called the Ontario Society for Crippled Children. The organization has gone through many changes in the years since, from its name, to an almost 13,000 square foot expansion. Pathways has truly changed with the times, adjusting to meet the needs of its clients. This is especially evident in the flexibility of staff, the children, and their families this past year in moving to virtual care where possible. Without fail, Pathways has risen to the challenge of ensuring their client base receives the best support possible, even in difficult times.

Pathways has continued to grow and change in response to needs in the community, living in their mission to provide services to children with disabilities to help them achieve their potential for a better future. With over 3400 clients and their families served in the past year, Pathways is grateful for a community that allows them to continue to care so deeply for the children they support.



drive-thru apple crisp



enjoying the music

Living Our Mission and Vision

Our Mission: Pathways Health Centre for Children will deliver defined services to children, youth and young adults with physical, developmental and communication needs, to help them achieve their potential for a better quality of life.

Our Vision: Supporting children, youth and young adults to achieve their potential through effective partnerships.

Care During a Pandemic

COVID-19 Response



Our Special Needs
Resource staff continued
to support children
in the community



We were so excited
when C.A.C.H.É.
reopened in July 2020

"It takes a special person
to do what you do. Being
an ECE in this crazy world
is extra hard right now
and you continue to work
tirelessly for all the
children in your care."
~ A grateful parent



Infant hearing
screening returned
early in the pandemic



In-person visits took
place when virtual was
not an option

Finding New Ways ~ Events and Services Reimagined



Therapeutic Recreation and
Family Engagement drive-
thru Halloween event



C.A.C.H.É. drive-thru
graduation

Virtual Therapy



"Our first choice is obviously face-to-face, but this was an excellent tool to keep kids progressing when face-to-face is unavailable."

"While in-person visits are our preference, Zoom communication has been a great backup during the pandemic."

"My child very much enjoyed [virtual therapy] and the variety of tools used in the class kept him motivated."

"We're very grateful for our experience and the help that we've received virtually."

SCHOOL BASED REHABILITATION SERVICES

School Based Rehabilitation Services (SBRS) provides service to students in grades 1 through 12, who are enrolled in one of our four publicly funded school boards: Lambton Kent District School Board (LKDSB); St. Clair Catholic District School Board (SCCDSB); Conseil scolaire Viamonde and Conseil scolaire catholique Providence. This year has been a transition year for our program as our contracted services came to an end in June of 2020. We have onboarded Occupational Therapists, Speech-Language Pathologists, Physiotherapists, Occupational/Physiotherapy Assistants and Communicative Disorders Assistants. We have been fortunate to have found amazing clinicians that have formed a great SBRS team. We are happy to report a successful first year in providing school based rehabilitation services thanks to our Pathways team, and continued collaboration with, and support from, our school boards. We acknowledge the year has been met with constant changes. Moving forward we feel confident that through our dedicated team and strong partnerships with our school boards, we are on the right path to create a solid and beneficial program for all students needing School Based Rehabilitation Services.



"I would love to thank all of those who have helped us grow. They are helping us through what I would say is our biggest challenge and have made me feel excited over the small progress we make each time we visit."

~ A grateful parent

Equity, Diversity, and Inclusion

As an organization, Pathways is further emphasizing our commitment to equity, diversity, and inclusion (EDI) through very intentional committee work. The EDI Committee was formed to look for what we are not seeing, and to guide efforts to support EDI for employees, clients, families, volunteers, community partners, and visitors. This standing committee is responsible for developing an annual work plan with a focus on, but not limited to: learning through Truth & Reconciliation, building stronger partnerships with our Indigenous communities and involving our First Nation partners in service provision planning; creating positive space in partnership with our LGBTQ2SIA community; and addressing and identifying systemic racism and how to fight it through reflection, education and open dialogue.

Leading by example, the EDI Committee is researching and providing education and resources to Pathways staff on a monthly basis. Our work on EDI will continue indefinitely. This is our commitment to our families, our staff, and our communities.



ADAPTING IN THE PANDEMIC

A Staff Story ~ Kari

I've been a physiotherapist for 18 years, and nothing could have prepared me, or my colleagues, for the way the pandemic impacted the work that we do. From working remotely with kids in the house, to changing the way care was provided, the past year has been an incredible test of growth, flexibility, and positive change.

It wasn't easy transitioning to virtual care, not because the process itself wasn't smooth, but because I was so used to the way we had always done things. Having a relationship with the clients and their families helped things to be more seamless, but building connections with new clients virtually was something I found more difficult than expected.

Despite the day-to-day looking almost completely different, the goal has always remained to provide the best care to our clients. I'm proud of the way my team and I have continued to do that. But, more than that, I'm proud of our clients and their families. Routines were changed, lives were shifted, and everyone had to get used to a new normal. The way they have adapted is inspiring and heart-warming.

I've learned a lot this past year, Pathways has learned a lot, and I'm excited to work towards the future with the knowledge that care can be provided in whichever ways best suits the client. It's been incredibly grounding to see the children I work with thrive in an online environment. They are so resilient and strong. I'm lucky everyday to do the work that I do.

A CLIENT STORY ~ LUCAS



Lucas has been a client of Pathways Lifelong Learning Program (LLP) for several years, and when asked about his experience with the Centre, never fails to explain how great his experience has been. The LLP is a fee-for-service program that offers clients, age 18+ an opportunity to continue the teaching and support that Pathways services provide. The program allows these clients to bond with each other in fun activities like cooking, crafts, and Zumba classes.

Prior to the pandemic, Lucas was taking part in all these activities in Centre alongside other clients, while working and spending time with his family as well. When all services turned virtual in March 2020, Lucas went with the flow and continued meeting with the group over Zoom. His life looks a bit different now, as does everyone's, and he's spending a lot of time outside with his family, walking in Canatara and taking photos of the birds.

What's he looking forward to most when the pandemic is over? Returning in-person to Pathways to see his friends and the staff, and maybe going on another camping trip with the group like they did a few years ago. With a kitchen renovation on the horizon for the Centre, Lucas has already drawn up the plans of what he thinks it should look like. Thank you to Lucas for the excitement and kindness he brings to Pathways, it's so appreciated.

Lucas excitedly receiving his Giresi's Pizza Kit



Pathways Health Centre for Children

We are a family-centred community partner that serves Lambton County children and youth with physical, developmental, and communication needs and their families, as well as adults for some specialized services.

Programs & Services

- Audiology
- Augmentative Communication
- Autism Diagnostic Hub
- Behaviour Consultation
- C.A.C.H.E. Child Care
- Coordinated Service Planning
- Family & Transition Support
- Family Engagement Services
- Feeding Services
- Infant Hearing Program
- Lifelong Learning Program
- Medical Clinics
- Fetal Alcohol Spectrum Disorder (FASD) Resource Hub
- Special Needs Resource Support Services
- Occupational Therapy
- Physiotherapy
- Respite Care
- School Based Rehabilitation
- Seating and Mobility
- Service Coordination
- Social Work
- Speech-Language Pathology
- Student & Volunteer Services
- Teen Transition
- Therapeutic Aquatics
- Therapeutic Recreation

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  PathwaysCentre.org



Lucas nurturing plants kindly donated by Plantables

A FAMILY STORY ~ KATIE

Our journey with Pathways began in early 2017. Our daughter Katie was three, and while we didn't have a diagnosis at the time, we began working on her communication and social delays with Speech and Occupational Therapy. Looking back, and reflecting now, Katie is leaps and bounds ahead of what we ever expected at that time.

Katie began swimming lessons early in her time with the Centre and loved being in the water. Sensory swimming and one-on-one sessions made a huge difference for Katie, and the pool is one of her favourite parts of Pathways.

After receiving Katie's diagnosis of Autism in 2018, I connected with Pathways' Family Engagement Coordinator. The Pathways staff have been my biggest resource in this journey, always making me feel heard and answering my questions. I don't know what I would have done without their support.

When the COVID-19 pandemic started last year, Katie didn't easily grab on to the move to virtual platforms. Therapeutic Recreation was the exception though, and every event kept her interested and engaged. The team has always helped us explore different activities, and with the pandemic they recommended such helpful programs for our use at home.

I cannot rave about Pathways more. Anytime I talk about our journey with our daughter, Pathways is always one of the critical parts of the story. I don't think we would be in the place we are today if it weren't for Pathways and everything they have offered us.

Thank you to Pathways for all that you have done to support myself, our daughter, and our family. Thank you for the quality of services you offer. Thank you for the amazing staff you hire and all you do for our community. There are so many people at Pathways who have touched our lives and I am forever grateful for them.



**"Pathways has
always been so
supportive in
helping Katie
thrive."**

THIS YEAR

BY THE NUMBERS

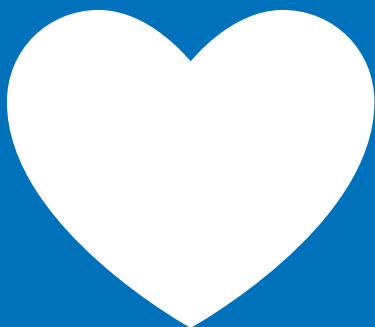


47,868

hours spent
working with
children, youth,
and families

884

new clients to
Pathways



**3,428 individual
clients seen!**

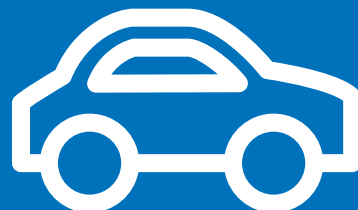
26%

of all children in
Sarnia-Lambton from
6-11 years of age

18%

of all children in
Sarnia-Lambton from
birth-5 years of age

44,746
visits



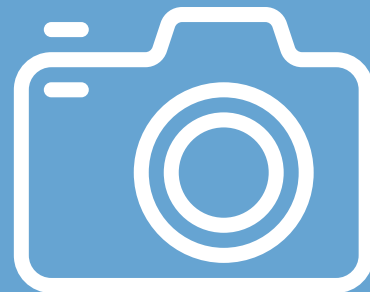
4,492

centre referrals
and admissions



5,865

Zoom sessions for
therapy and
assessments

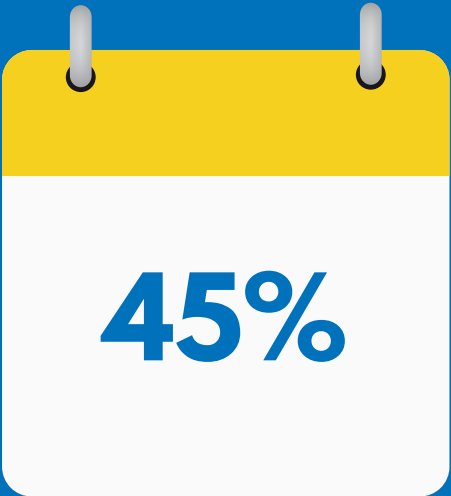




319

clients waiting for
service at the end
of the year

THIS YEAR
BY THE
NUMBERS



of initial assessments
completed within 3
months

104

days average wait
for assessment



SMILE COOKIES

Like many other non-profit organizations, fundraisers during this 'COVID year' have been few and far between, leaving our revised fundraising goal of \$260,000 feeling a bit daunting at times. Imagine our delight to learn we were chosen as the recipient of the Tim Hortons® Smile Cookie Campaign 2020. Franchise owners from across the county donated 100% of proceeds from the sales of Smile Cookies to Pathways. We visited each restaurant and saw firsthand the dedication of every employee to this campaign. Our community rallied around Pathways and blew us away. This campaign raised \$44,461 locally and was a record-breaking year in national Smile Cookie Campaign Sales.



SECRET SANTA REIMAGINED

Traditionally during our Secret Santa event, children would have the opportunity to come to our shoppe and choose gifts for their family with the support of a Pathways volunteer. Determined to not let COVID-19 take this event away from our community, the Pathways planning team was able to develop a 'reimagined' experience for Secret Santa 2020! Families made gift requests online and "elves" did all the shopping based on requests. Families then attended Pathways for a winter wonderland curbside pick up, including hot chocolate and cookies! We were so appreciative of the \$17,325 raised. Although different than previous years, we hope our community enjoyed the gifts.



DONOR REACH OUT

We all had our plans and agendas full of promise for our 2020/2021 year. COVID-19 arrived and we were all thrown into an unfamiliar area with new rules and protocols for the safety of our community. As a non-profit organization, Pathways has long relied on the support of our community to supplement funds to offer services and programs children and youth in Lambton County require. We needed to bridge the gap between the funds we needed to provide these essential services, and what we had been able to raise in the year so far. So, we reached out to our donors for help and to no surprise, they stepped forward with their support. When the pandemic hit, we all had choices to make, and we are so grateful for those who chose to financially support Pathways this year.

SAVING OUR THERAPEUTIC POOL



This past year, the “Save Pathways Therapeutic Pool” campaign (launched in November 2018) met its 1.6 million dollar goal and underwent a complete remodel.

The Pathways pool serves over 800 children and youth yearly through rehabilitation and recreation programs, as well as providing a service to over 10,000 community members. An integral part of the community, the pool is a unique resource in Sarnia and a testament to Pathways dedication to family-centred care.

The rebuilt pool's specialized facilities, such as accessible ramp, water wheel chairs, a ceiling lift transfer system, and accessible change rooms all make the space more accessible for those who use it.

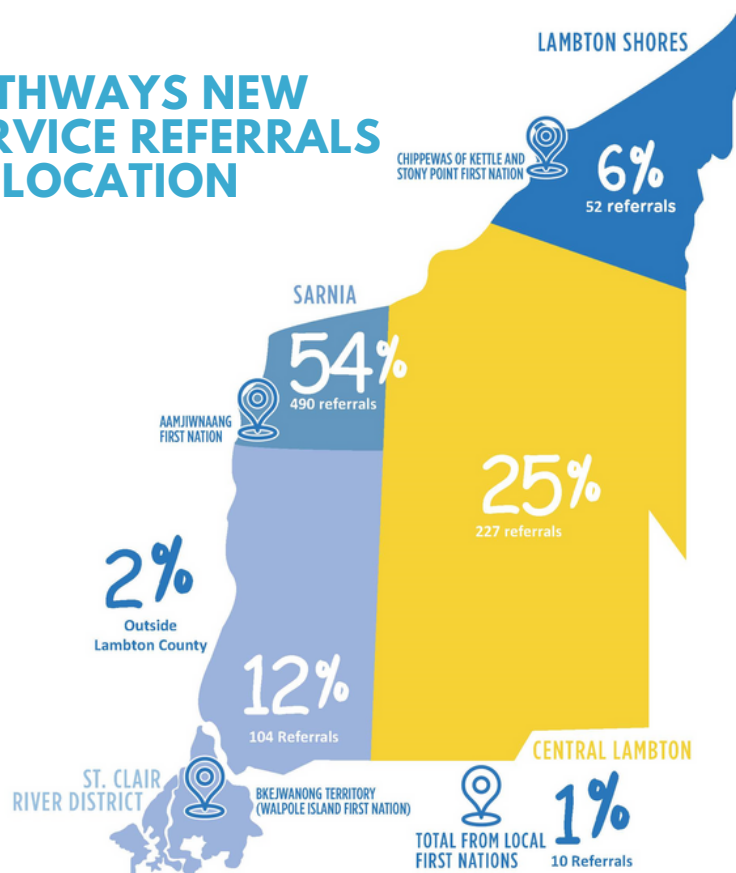
This project would not have come to life without the care of the Sarnia-Lambton community. The campaign was generously funded through donors and grants, with the Rotary Club of Sarnia as lead donor with a \$600,000 investment over 10 years.

The pool is set to open, restrictions permitting, and Pathways is excited to welcome the community into a space designed for, and delivered by, them!

2020/2021 IMPACT

We offered
services in
120
locations in the
community

PATHWAYS NEW SERVICE REFERRALS BY LOCATION



We are always listening to our client families and developing new programs and services to meet those needs. At the same time, our most in-demand services remain consistent: Occupational Therapy, Physiotherapy, and Speech Language Therapy.

This year Pathways provided...



occupational therapy to

866 children

with over

7,472

hours of service



physiotherapy to

251 children

with over

1,671

hours of service



speech language therapy to

1,286 children

with over

11,381

hours of service

STATEMENT OF OPERATIONS 2020/2021

OPERATING FUND

REVENUE

Ministry Supported Programs & Services	\$5,779,411
Municipal Supported Programs & Services	\$1,682,285
Cost Recovery & Community Fee Supported Services	\$946,433
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	\$8,408,129

EXPENSES

Salaries, Benefit, & Employee Expenses	\$6,842,444
Equipment & Supplies	\$788,373
Facilities Expenses	\$291,221
Contracted Purchased Services	\$483,685
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	\$8,405,723

Excess (deficiency) of revenues over expenses \$2,406

PROPERTY AND EQUIPMENT FUND

REVENUE

Deferred Contribution	\$83,731
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EXPENSES

Amortization	\$328,326
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Excess (deficiency) of revenues over expenses -\$244,595

DONATIONS/EVENTS FUND

REVENUE

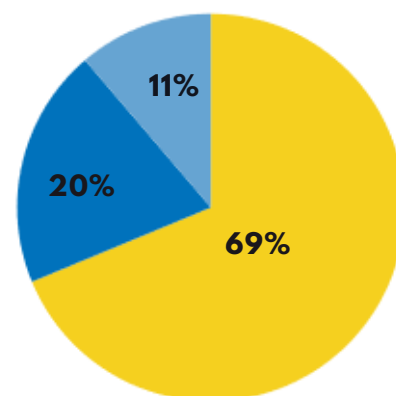
Gifts, Bequests, and Fundraising	\$556,188
Interest and Other Income	\$41,131
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	\$597,319

EXPENSES

Fundraising Costs	\$433,664
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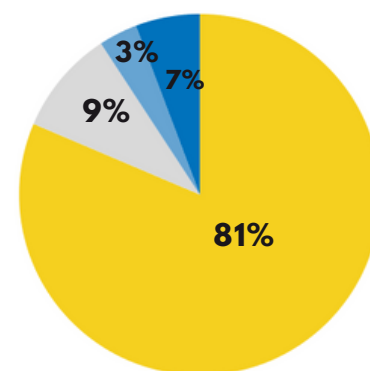
Excess (deficiency) of revenues over expenses \$163,655

SOURCE OF FUNDS



- Ministry Supported Programs & Services
- Municipal Supported Programs & Services
- Community Fee Supported Services

HOW WE SPENT FUNDS



- Equipment & Supplies
- Salaries, Benefits, & Employee Expenses
- Contracted Purchased Services
- Facilities Expenditures



Pathways is a member of Empowered Kids Ontario (EKO) — the organization which represents Ontario's publicly-funded child development and rehabilitation sector. With the united voice of its member agencies, EKO promotes evidence-based investments, policies, and programs enabling smart, innovative approaches and service delivery so kids with special needs and their families live their best lives.

Pathways Health Centre for Children
1240 Murphy Road Sarnia, ON N7S 2Y6 Tel: (519) 542-3471

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