



BC Centre for Ability

Beyond challenges—the sky's the limit

Building Resilience Through Transformation

2019/20 ACTIVITIES & ACHIEVEMENTS





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VISION

Inclusive communities where every person thrives at all stages of life.

MISSION

To lead in the design and delivery of community-based services for persons with diverse abilities.

VALUES

Hope: We help clients and families see hope for the future.

Kindness: Kindness and empathy form the basis of every interaction.

Collaboration: We work together as staff, clients, members and communities to build on our strengths and achieve the best possible outcomes.

Innovation: We are creative risk takers who relentlessly seek to improve and excel.

Family Centred: We honour and respect the unique needs and preferences of our clients, celebrate our diversity and ensure that clients, families and caregivers are at the centre of everything we do.

Letter from
 Executive Director
 Association Board President
 Foundation Board President

We are excited and proud to share our key activities and organizational achievements over the last year. We thank our Boards, operational leadership team, staff, clients and families for an excellent year and the ongoing support and commitment to BC Centre for Ability.

New 2020-2023 Strategic Plan

We launched a new strategic plan along with a new vision, mission and values which outline our bold commitment to grow our leadership within the sector and invest and expand in key areas related to client services, innovation & technology, fundraising, marketing & communications and organizational culture.

People & Culture

We continue to focus on the well-being of our staff and creating opportunities for growth and development, including encouraging and supporting cross-program collaboration within our teams. We expanded our leadership development opportunities and established committees to support key priorities such as staff engagement, diversity & inclusion and research & innovation. Our staff engagement and culture survey provided encouraging feedback that confirmed we are creating an organizational culture that will attract new staff and retain and develop current talent.

Technology & Innovation

Tremendous progress was made on key technology upgrades including the first phase launch of our new internal client record management system and secure online client portal. This new system allows staff to more efficiently manage their administrative tasks and provides families with secure access to collaborate on documentation, review files and download resources. These upgrades significantly improve how we engage with clients and families and we look forward to providing this technology to other programs in future phases.

Pandemic Response

Our response to COVID-19 was swift, thoughtful and collaborative. In March, we transitioned all client services to virtual platforms quickly and, as a result, were able to provide all services with no disruptions. Our teams responded to the pandemic and significant operational changes with patience, kindness and an unwavering commitment to each other, the organization and the people we serve. The resilience of our clients, families and staff is inspiring and we now optimistically look towards the future as we implement our restart plan.

Fundraising

Due to the pandemic, we had to cancel our annual Dining for Dreams Gala which was originally scheduled for April. In response, we established our COVID-19 Response: Relief & Resiliency Fund and launched a campaign to raise critical funds to support our vulnerable clients during the crisis and recovery periods. We are so thankful that those who initially pledged to support our gala also transitioned their commitments to this campaign. With help from our donors, members, staff and community, we are hopeful we will achieve our fundraising goal and ensure services remain available to children, youth and adults with disabilities when they need us most.

We look forward to working with our clients, families, members, donors, community partners and government over the next year to ensure the needs of people with diverse abilities are being met.




Joshua Myers
 Executive Director



Julian White
 Association Board President



Desmond Ng
 Foundation Board President



BC Centre for Ability

2020-2023

Strategic Priorities



- Centre services on our needs and preferences
- Make it quick and easy for us to access services
- Connect us to other families to share experiences and knowledge
- Expand services



- Diversify funding sources – service delivery
- Diversify funding sources – fundraising & Infrastructure upgrades
- Optimize financial resources



- | | | | |
|--|---|---|---|
| 
Innovate | 
Collaborate | 
Communicate | 
Excel |
| <ul style="list-style-type: none"> • Enhance use of technology • Improve service delivery • Continuous improvement of current systems | <ul style="list-style-type: none"> • Increase collaboration between teams • Integrate family voices into our mission and vision • Strengthen external partnerships | <ul style="list-style-type: none"> • Increase public awareness • Be influencers and leaders in our sector • Build membership | <ul style="list-style-type: none"> • Deliver high quality, evidence-based services • Use data and input to drive improvement • Develop and share best practices through research and education |



- | | | |
|--|--|---|
| <ul style="list-style-type: none"> • Create meaningful and flexible careers to recruit, retain and engage top talent | <ul style="list-style-type: none"> • Develop a structure to allow workloads and client needs to be managed effectively | <ul style="list-style-type: none"> • Celebrate successes and recognize people for their contributions |
| <ul style="list-style-type: none"> • Build and maintain a culture of psychological safety, trust, and shared accountability for performance | <ul style="list-style-type: none"> • Provide continuous learning and development opportunities for staff, leadership, and Board | <ul style="list-style-type: none"> • Strengthen communication by encouraging ideas and input from all stakeholders |

Just over a year ago, we developed our new strategic plan which includes a focus on digital transformation, innovation & technology. These priorities led to investing more in technology, developing our internal culture of innovation and creating a new role called Leader of Innovation, Transformation and Quality. At the time, we were unaware how critical these decisions would ultimately be in forming the basis of our COVID-19 response plan and creating the ability to fluidly adapt to the unprecedented global situation.

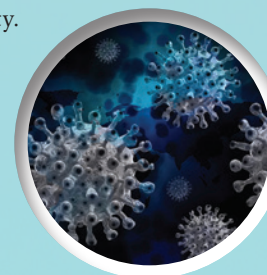
Leader of Innovation, Transformation and Quality

In September, we welcomed Allyson Clark as the newest member of our leadership team as Leader of Innovation, Transformation & Quality. Allyson has been responsible for overseeing quality improvement and accreditation as well as growing our capacity for innovation. She has worked closely with IT and program leaders to support the organization through small and large-scale change initiatives, including the transition to virtual care platforms, the Salesforce client record management system and working with the Board on our governance. Allyson has also helped to develop and strengthen strategic partnerships in the technology and healthcare innovation space and is enhancing our culture of continuous improvement, growth, adaptability, resiliency and creativity.



Response to COVID-19

Staff at BC Centre for Ability demonstrated incredible flexibility and perseverance in their commitment to delivering services to clients and families. In two weeks, the Centre pivoted and adapted to rapidly-changing COVID-19 developments and began operating remotely. The IT and leadership team mobilized quickly to ensure that all staff had the technology they needed to work remotely, securely access internal drives, provide services virtually and implemented technology such as e-faxing and our secure online client portal to significantly reduce our reliance on mail and paper transactions. We also invested in our communications department in order to ensure that our clients, and the community in general, were kept up to date on our pandemic response and any notable changes to service delivery and the steps we were taking to ensure the safety of our clients, families and staff. In the coming months, the Centre will continue aligning operations with BC restart guidelines to ensure the health and safety of staff, clients, families and the community.



Virtual Services

While transitioning to working remotely, the Centre introduced a secure virtual care platform. Although there is no replacement for in-person services, video conferencing, along with phone and email communication, allowed service providers to continue supporting the unique goals of each client.

Salesforce

In early 2020, our Supported Child Development (SCD) Program and Community Brain Injury Program for Children and Youth (CBIPCY) launched a new client record management system and secure online portal for clients and families using Salesforce. This new technology dramatically reduces our reliance on paper, postage and it automates many of the administrative tasks necessary for the client journey. Clients can access their records at any time through the secure online client portal and can use the portal as a platform to collaborate on services plans, sign consent forms and access resources. Not only does it successfully improve the way our families engage with the Centre but also offers increased flexibility and capabilities to retrieve customized reports and improve data measurement and analysis.

Digital Transformation & COVID-19 Response



"I love working at the Centre because I feel a sense of accomplishment that comes with the knowledge that the work we do here is important and no matter what role we play at the Centre, we all have a part in supporting and providing valued services."

Since 2018, we have strengthened our focus on people and culture, including identifying it as a key part of our new strategic plan. As a result, we have committed to open and consistent communication, engaging staff in key decision-making, recognition, leadership development and building a committee structure linked to our strategic priorities to ensure that staff had formal and informal opportunities to work collaboratively with leadership on key priorities. Over the last two years, we have seen a significant improvement in staff engagement, satisfaction and pride in their work and in the organization.

"I feel much more engaged in not only my program but with the whole Centre. The Engagement Committee was a great idea and allows staff to choose activities to engage in outside of their roles."

"I feel supported by our leaders and able to voice concerns and ideas. I know I will be heard and my opinions considered as useful."

"I love working with families and seeing their children progress in development. It is such a pleasure to watch the children have the same experiences as all children and to be encouraged to achieve, thrive, play and learn. The staff here are fantastic with a wealth of knowledge. I feel like we are continually learning from one another."

Culture at BC Centre for Ability

2019 Employee Engagement Survey

Leaders at BCCFA consider input from employees when making decisions that affect staff

+28%

Leaders at BCCFA keep people informed about what is happening

+25%

Leaders at BCCFA have communicated a strategic vision that motivates me

+31%

*~ Note ~
Percentages show increase from 2018 survey*



Relief & Resiliency Fund

Each year at our Dining for Dreams Gala, BC Centre for Ability celebrates the strength and courage of our Heroes of Ability and raise critical funds to enhance services for clients living with disabilities, as well as their families and caregivers. In the wake of COVID-19, however, we had to cancel our gala.

The global pandemic has changed all our lives, but these challenges impact our clients in numerous ways and their struggles are further exacerbated during COVID-19 and throughout the recovery period. For these reasons, BC Centre for Ability's COVID-19 Response: Relief & Resiliency Fund was created with generous support from James Family Foundation and Taya James.

The Relief & Resiliency Fund helps address the ongoing needs facing BC Centre for Ability's clients to ensure that our community has access to services during this unprecedented global situation. As the Centre thoughtfully and methodically continues in this critical role, health care and social services providers continue to do what they have always done: prioritize our most vulnerable populations so they receive the best possible community-based services. Support will fund digital innovations and transformation to enhance service delivery, provide adult and vocational services and psycho-social and mental wellness services.

Although this pandemic has changed the way we operate, we remain committed to enhancing services for individuals with disabilities, as well as their families, and creating inclusive communities where every person thrives at all stages of life.

Program Overview

BC CENTRE FOR ABILITY PROGRAMS	SERVICES OFFERED	
Supported Child Development Program (Burnaby and Vancouver)	<ul style="list-style-type: none"> • Consultation • Extra staffing support • School transition support 	<ul style="list-style-type: none"> • Workshops • Toy lending library
Early Intervention Program (Physiotherapy, Occupational Therapy, Speech Language Therapy and Social Work Services)	<ul style="list-style-type: none"> • Assessment • Consultation • Intervention • Counselling • Service coordination • Group therapy 	<ul style="list-style-type: none"> • Educational workshops • Casting and splinting • Equipment lending • Resource library • Toy lending library • Feeding
North Shore School Occupational Therapy Program	<ul style="list-style-type: none"> • Assessment • Consultation • Equipment lending library 	
Stepping Stones Program	<ul style="list-style-type: none"> • Group programs for children up to 12 years of age • Counselling • Social-emotional development 	
FASD & Key Support Worker Services	<ul style="list-style-type: none"> • Counselling • Group therapy and social-emotional support 	<ul style="list-style-type: none"> • Education • Family networking
Vocational & Employment Services	<ul style="list-style-type: none"> • Vocational skills training for employment • Work experience • Financial assistance for self-employment 	
Community Brain Injury Program for Children & Youth	<ul style="list-style-type: none"> • Short-term acute rehabilitation therapy intervention • Neuropsychological assessment • Counselling 	<ul style="list-style-type: none"> • Transition planning • Service coordination • Education and resources on brain injuries
Provincial Complex Medical Respite Support Services	<ul style="list-style-type: none"> • Respite care • Summer camp program 	
Employment Services	<ul style="list-style-type: none"> • Case management • Supported and Customized Employment Placement • Vocational counselling 	<ul style="list-style-type: none"> • Career planning • Funding for courses and employment supports and accommodations
Family Counselling Support Services	<ul style="list-style-type: none"> • Counselling for families, siblings and children/youth • Resource information • Information and educational workshops • Parent networking opportunities • Social-emotional support 	

“At every step of the way, those who supported us have been welcoming, kind, and knowledgeable. They’ve done an excellent job! In particular, they show compassion and are very strength-based in their perspective (rather than just focusing on negatives), which is amazing.”

Early Intervention Program


1444
CHILDREN SERVED

The Early Intervention Program (EIP) is a community-based service for children with diverse abilities from birth to age five living in the Vancouver, Burnaby, Richmond and the North Shore. It offers Occupational Therapy, Physiotherapy, Speech Language Pathology, and Social Work services that enhance each child’s development and promotes participation in all aspects of their lives.

HIGHLIGHTS

- Partnered with Child-Bright Network to recruit families for the Bright Coaching Pilot Project which provides education in health care system navigation and studies the impact of a nationally available educational and coaching resource for families of children with disabilities
- Staff presented Bridging the Gap describing the EIP feeding therapy service model at the Pediatric Symposium in May 2019
- Hosted the Hammersmith Infant Neurological Examination (HINE) and Feeding Therapy & Brief Action Planning courses which staff used to improve assessment and goal planning with families
- Expanded services to include children without developmental delays who present with ‘picky eating’ challenges and provided them with a Sensory Eating Group in Fall 2019
- Hosted a Fall Family Fun Night where 96 children and parents attended a fun-filled evening of crafts, games and gross motor play

Noah and his family have been supported by EIP speech language pathologists, physiotherapists, occupational therapists and social workers since July 2017 and was nominated as the program’s Hero of Ability this year.

Noah is an exceptionally bright child who amazed his team at every visit. He has a diagnosis of autism and he is non-verbal, related to a motor speech disorder. Noah began using a high-tech form of Augmentative Alternative Communication (AAC) in January 2019. Prior to having access to AAC, it was challenging to know how much Noah understood and what he wanted to express. He excelled with AAC and within a few

short months, Noah was able to efficiently express his wants, needs, and feelings. He learned how to navigate his device much faster than his team of service providers! Noah taught himself how to read single words and type on the iPad without any adult instruction. He surprised his family when they asked him what movie he wanted to watch, and he typed out “DreamWorks”! His interest in movies has continued and he recently said to a teacher with his device, “I am a Pixar fan!” Noah demonstrates great resourcefulness for communication when his device is not available. He has taught himself how to mark “favourite” pictures in his mother’s phone and will scroll through them to find the

item/place that he wants to talk about. He has also flipped through pages of familiar books or DVD covers to point to the word he is wanting to express.

Noah is a resilient and inspiring child. In addition to the challenges related to having autism and a motor speech disorder, he also faces frequent illnesses and intense anxiety which often prevent him from being able to attend preschool regularly. Despite these challenges, Noah and his family demonstrate perseverance and he continues to brighten the lives of those around him.



Supported Child Development Program



1509
CLIENTS SERVED

“Great communication with our SCD consultant. I feel like she makes time for every child and makes my son a priority. When there were issues at preschool, she was involved, made a plan, and ensured there was follow-through.”



Kenzie

is a lively 4 year old with a love for life and a joyful happiness about her. She is a curious and adventurous child who loves to look at herself in a mirror, run and giggle outside, and play with her dolly. With the help of her Supported Child Development (SCD) Consultant, Kenzie has made great gains in almost every aspect of her development while attending

Funded by the Ministry of Children and Family Development (MCFD), our Supported Child Development (SCD) Program provides access to inclusive childcare for children living with extra support needs. SCD Consultants work with families to design support for children’s individual needs and collaborate with daycare, preschool, and out-of-school care programs to develop inclusive principles and practices that enrich all children’s experiences.

HIGHLIGHTS

- The SCD Program designed and implemented their new client record management system, Salesforce, which included a secure, electronic portal for families. This online portal allows families to engage in a transformative and new way, offering the ability to sign consent forms, collaborate and provide feedback on documentation. Online resources and a toy lending library are also available through this portal. Online access to documents allows for more efficient communication and collaboration and the reduction of printing, faxing and postage has resulted in significant cost savings and more environmentally-friendly and sustainable processes.
- Child care staff training is a significant component of the SCD program. In April 2019, over 80 Early Childhood Educators participated in a presentation with Michelle Riddle, a pediatric occupational therapist, that focused on strategies to empower mental, physical and emotional health, capacity to reduce the impact of daily stress, interconnections between environmental factors and resilient health and tools that unlock the body’s innate ability to regulate. In September 2019, Deborah MacNamara, PhD on Faculty at the Neufeld Institute, engaged over 75 child care providers with her dynamic teaching and counselling skills and made developmental science come to life in the everyday context of home and classroom. Riley Rosebush, a speech-language pathologist specializing in early intervention and supporting development in children with Down Syndrome and their families also provided valuable information and resources.

Sunset Daycare, progressing in her communication, socialization and self-help skills. Her SCD Consultant and Early Intervention Therapist regularly visit her at daycare and support the program staff with ongoing strategies based on family goals. With support from her SCD Consultant, Kenzie has developed independence with her dressing, toileting and feeding over the last

year and she is starting to show an increased interest in using sign language to communicate with others. Over the past couple of years at daycare, Kenzie has also learned to be gentler and more patient with others as well as share her toys and space. Her family is thrilled to have her being included and supported by others in her daily life and community.

Community Brain Injury Program for Children & Youth in BC



126
CLIENTS SERVED

“The staff have all been excellent. They not only possess great experience and skills, but also genuinely care for their clients. I couldn’t be happier with the care and services they have provided.”

Our Community Brain Injury Program for Children and Youth (CBIPCY) provides short term, home and community-based rehabilitation services to children and youth with an acquired brain injury in BC, who do not have third-party funding. We offer individualized acute rehabilitation support including occupational therapy, physiotherapy, speech language pathology, counselling, and service coordination to help children and youth regain as much functionality as possible to participate in school, home and their community. This program is funded by the Ministry of Children and Family Development (MCFD).

HIGHLIGHTS

- Transitioned to an improved electronic client record management system with Salesforce for increased flexibility and capabilities to retrieve customized reports and improve data measurement and analysis
- Coordinated the first Youth Support Group at BC Centre for Ability to provide opportunity for youth to connect with others who have also experienced an acquired brain injury
- Partnered with the neuropsychology team at BC Children’s Hospital to discuss neuropsychological assessments and their pilot project involving neuropsychological brief screening and established a responsive care pathway for assessments
- Collaborated with two Provincial Resource programs to develop school resources for students with acquired brain injuries



In March 2019, Dani suffered a cardiac arrest due to an unknown malformation of her heart called Abnormal Left Coronary Artery from Pulmonary Artery (ALCAPA). Approximately 20 minutes without breathing resulted in a brain injury. All of a sudden, the family was confronted with unimaginable obstacles to overcome and they knew a long journey of therapies was ahead of them. Fortunately, they were not alone. They were amazingly cared for by paramedics and emergency pediatrics at Royal

Columbian Hospital, the medical team at BC Children’s Hospital and incredible doctors and therapists at Sunny Hill Health Centre. Before going home, Dani met Whitney MacRae with the Community Brain Injury Program for Children and Youth in BC. The family vividly remembers their first conversation with Whitney. Even though they were scared to transition out of the hospital setting, Whitney assured the family that the Community Brain Injury Program was there for them. Dani received occupational

therapy, physiotherapy, speech language therapy, and counselling. The therapists were gifted at being responsive to Dani’s likes and needs and they listened attentively to the family. The therapists also significantly advocated for Dani’s needs as she settled back in the community. They empowered her and her family!

Vocational & Employment Services

HIRED
71%
SECURED
EMPLOYMENT

We assist persons with disabilities prepare for, obtain and maintain employment. The Opportunities Fund (OPPS) Program provides financial assistance for training, self-employment and wage-subsidized employment and adaptive equipment. With greater emphasis on work experience, the OPPS Fund works with clients, community partners and employers to hire, train and retain persons with disabilities. Being part of the workforce is a major factor in contributing to improving clients' disability management, well-being and quality of life. We support eligible participants in the Lower Mainland, Sunshine Coast and Sea to Sky corridor as far as Pemberton, as well as the Fraser Valley as far as Boston Bar and Hope. This program is funded by Service Canada.

Along with our Opportunities Fund program, we have a total of six staff who also work at WorkBC offices in Vancouver, Delta, Langley and Maple Ridge providing disability supports in partnership with MOSAIC and Douglas College.

HIGHLIGHTS

- 71% of OPPS Fund participants who were in work experience, skills upgrading or self-employment interventions successfully secured employment
- The goal for employment or self-employment after intervention was exceeded by 18%



Shirley is a professionally-trained hairdresser with a passion for helping people. A few years ago, severe back issues from scoliosis caused her to leave the job she loved. She had to take more than three years off work to regain physical readiness and rejoin the workforce – these were very dark times for Shirley. She decided to return to school and pursue an Esthetician program, impressing

her school with incredible work ethic and never missing a class. In the summer of 2020, Shirley completed her Esthetician course.

"I would like to thank the Opportunities Fund for making it possible for me to return to the workforce with my disabilities. I have had a wonderful experience with the team that made it possible for me to fulfill my dreams in bettering myself and helping me be

functional in training to achieve a dream job. It was a really hard time to adjust to career changes but I have done it and, for that, I am so grateful. My goal is to continue to do what I love and make people happy at the same time. I love my new career and I am so happy for the help I received. Thank you."

-Shirley

North Shore School Occupational Therapy Program

132
STUDENTS SERVED

STUDENTS SERVED

"We appreciate all your support. The school has been an incredible anchor in our lives since we arrived in Vancouver. We are grateful to you all and have never felt more supported, educated and empowered."

Our Occupational Therapists (OTs) support students with neurological, physical and developmental challenges, from kindergarten through grade 12 in the North Vancouver and West Vancouver school districts. They work in consultation with students' families, teachers and support staff to develop strategies to achieve educational goals. Their aim is to support student inclusion, participation, and independence in school and the community. This program is funded by North Vancouver and West Vancouver school districts and the Ministry of Children and Family Development (MCFD).

HIGHLIGHTS:

- Collaborated with an elementary school to implement their successful grant award which enabled the design, renovation and implementation of a classroom equipped with self-regulation tools
- Developed Inclusion Library with new technology resources from the SETDirect Program with SET-BC
- Creation and implementation of a district-wide electronic inventory of equipment for students with extra needs

Griffin is in grade 12 at Windsor Secondary School in North Vancouver. He loves daily hang outs and big adventures with his family. When not watching baseball on television, he can be found at the water slides in Cultus Lake, floating on a lake in Whistler or hiking on the North Shore mountains. The faster and bumpier the terrain, the more he enjoys it!

Griffin is non-ambulatory, non-verbal, G-tube fed and is reliant on

caregivers for all of his daily care. He also has a cortical visual impairment, has frequent seizures and has had significant fractures and surgeries. Despite these challenges, Griffin and his family are an incredible example of the ability to overcome difficulties and experience life to the fullest. They delicately balance the needs of their family, while being available for endless medical appointments and meetings to continue advocating for Griffin's care. BC Centre for Ability

has supported Griffin and his family since 2003, through his transitions from the Early Intervention Program to school-aged therapy; they are now supporting his next transition into adulthood.



Stepping Stones Program



583

FAMILIES SERVED

The Stepping Stones Program provides support to children with neurodevelopmental conditions up to 12 years old and their families, working together to develop and strengthen children's social and emotional knowledge and skills such as emotional regulation, stress management and maintaining self-confidence.

Consultation and training workshops are offered to parents, caregivers and community service providers to build skills around facilitating social emotional development of children with extra needs. Brief individualized intervention is also available for children and their families.

HIGHLIGHTS

- Hosted an evening workshop for parents of children with extra needs to learn about the new Competency Based Individualized Education Plans (IEPs) that were launched across BC by the Ministry of Education. Guest speakers included Vancouver School Board District Learning Support Teachers.
- Hosted a half-day workshop to feature and share new social and emotional development and mental wellness training materials.



Caleb is an outgoing and kind 10 year old who has a great sense of humour, enjoys being social with peers, and taking on new responsibilities at school to help classmates and teachers. For over two years, Caleb and his family have been actively involved in the

Stepping Stones program. Caleb's parents actively consult with Stepping Stones staff and social workers to ensure he is connected to community support and resources. Caleb attends Stepping Stones children's groups where he builds on his social and emotional development with other kids in a small facilitated group setting. These groups have provided a positive experience for Caleb and

he now says he has friends that are "like me". The whole family attends Stepping Stones family-together nights and, through Caleb's newly gained confidence, he is happy to try new things during these evenings - their family's favourite is bowling night! Caleb is now excited to meet new people and his enthusiasm and smile are infectious.

Key Worker Support Services



36

CLIENTS SERVED

The Key Worker Support Services (KWSS) team in Burnaby offers individual support, group therapy and skill development programs for children and youth with:

- Fetal Alcohol Syndrome Disorder (FASD)
- Neonatal Abstinence Syndrome
- Complex Developmental Behavioural Conditions (CDBC)

KWSS educates families, professionals and other service providers about the behavioural symptoms of these conditions, which can affect development, learning, mental health and adaptive and social skills. They provide training for parents and community service providers and networking opportunities for families to reduce social and emotional difficulties and challenging behaviours, as well as life skills to encourage success and participation in everyday life.

HIGHLIGHTS

- Presented Working with Young People Who Have Been Prenatally Exposed workshop to the Burnaby School District support staff
- KWSS and Stepping Stones program partnered with the North Shore Girls Soccer Club 'Soccer 4 Everyone' program to provide an opportunity for clients and their families to play soccer in an inclusive environment at no cost



Since grade 6, **Benjamin** has been involved with the Key Worker Support Services (KWSS) program and receives support at home and school to address social and emotional challenges. Over the last 7 years, Benjamin was an active participant in KWSS social and emotional development groups and received individual and family support. As a youth, Benjamin displayed leadership qualities which allowed him to share his experiences

with younger boys and become a youth leader and mentor.

He continued to develop a strong voice, self-advocacy skills and the ability to make positive changes in his life based on self-identified problems. Regardless of the challenges he faced over the years in school, he was able to actively work towards his goal of furthering his education. He graduated from high school a semester early in June

2019 and is currently enrolled at Douglas College. He recently turned 19 and has been living independently with MCFD support for several months. Being part of KWSS has helped Benjamin build his strengths in advocacy, self and social awareness, and helped build motivation to accomplish his goals.

Family Counselling Support Services



FAMILIES SERVED

The Family Counselling Support Services (FCSS) for Children and Youth with Special Needs (CYSN) promotes healthy development, maximizes quality of life and assists families in their role as primary caregivers. This program enhances an individual's capacity to effectively parent a child or youth with special needs, strengthens family functioning, and increases awareness of family strengths through facilitating family cohesion and broad community connections. It maintains and enhances the stability of families who have a child with extra challenges and ensures they have an ongoing network of support and access to community resources.

HIGHLIGHTS

- 100% of families stated that they have a better sense of hope for the future

"I found the support very comforting; it was especially helpful that the Family Counsellor came to talk to us. I learned how to manage with other people's reactions to my son."

"It's great support for me and my family in various aspects such as parenting for a child with special needs, managing and building relationships within the family and with the people around proper self-care and self-growth. It's a wonderful experience that we've had since our son was diagnosed with autism. It's the kind of support parents really need for better and happier living. We appreciated it!"

"Thank you for these wonderful sessions to pull me out from the bottom of the ocean, where I was frustrated, sad and angry, feeling overwhelmed with responsibilities, and lacking tools to keep going. Now I feel strong and positive about myself, my role, and my family and better at supporting and encouraging my kids' strengths."



Provincial Complex Medical Respite Support Services



CLIENTS SERVED



CHILDREN ATTENDED
CAMP ALEXANDRA

Funded by the Ministry of Children and Family Development (MCFD), our Provincial Complex Medical Respite Support Services offer respite support for families and children throughout BC with complex health conditions. These families currently receive At Home Program respite benefits and collaborate with social workers from Children and Youth with Special Needs (CYSN) to be referred for additional top-up respite throughout the year, due to the complexity of their child's medical condition. The program offers qualifying families overnight, out-of-home respite 26 days per year, and an opportunity to participate in a 5-day sleepover summer camp experience at Camp Alexandra, supported by the Community Ventures Society.

WHAT PARENTS SAID ABOUT THEIR CHILD'S CAMP EXPERIENCE:

"It helps our son participate in activities that are fun for him in a setting that is suitable for his needs (the list of which grows shorter and shorter as he grows). It provides him with social interaction that can be missed over the summer holidays. Also, as a family, it allows my husband and me time to do activities that our other children enjoy."

"The one-on-one care, the skill of the staff, the comfort in knowing our child would be well cared for and loved; having something that he could participate in that did not require us to find and hire our own support staff - as a parent, this is so huge. The opportunities to be outdoors and near the water; a chance to do something special that is perfectly suited to his abilities and likes; to make friends and socialize."



BCCFA Budget

Our Funding
\$18,343,286
TOTAL REVENUE

- 86.8% Provincial Government
- 5.9% Federal Government
- 3.7% Work BC Contracts
- 2.4% Donations & Other Income
- 1.2% School District

Our Costs

- 56.2% Supported Child Development Program
- 23.7% Early Intervention Program and North Shore School Occupational Therapy Program
- 9.9% Vocational & Employment Services
- 5.6% Community Brain Injury Program for Children & Youth
- 1.4% Facility & Administration
- 1.2% Provincial Complex Medical Respite and Family Counselling Support Services
- 1.0% FAS/NAS Complex Behaviour Program
- 0.6% Stepping Stones Program
- 0.4% Family Education & Resource Libraries

BC Centre for Ability makes a meaningful difference in the lives of children, youth and adults with extra needs, thanks to the generous support of our donors and funders. We want to recognize and thank those who share our vision for inclusive communities and contributed \$500 or more to our cause in the last year.

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BC Centre for Ability

Beyond challenges—the sky's the limit

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