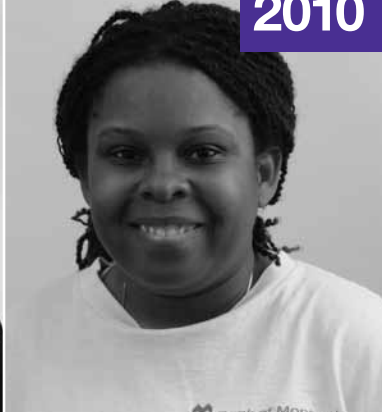




2009  
2010

*Surrey Place Centre*  
**ANNUAL REPORT**



*Living Your Potential - All Your Life!*  
Enabling Full Participation  
For People With Developmental Disabilities



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# Surrey Place Centre

## Making a Difference

### Our Mission

Surrey Place Centre exists to enable individuals with developmental disabilities to maximize abilities and enhance health and well being.

### Our Vision

*Living Your Potential – All Your Life!*

*Enabling full participation for people with developmental disabilities.*

We will achieve our mission and vision through:

- Innovation and Responsiveness
- Community Collaboration
- Inspired Leadership
- Service Excellence
- Capacity Building Through Education, Training and Research

### Our Values

Surrey Place Centre welcomes people with developmental disabilities and supports them towards achieving their goals.

We believe that people with developmental disabilities, their families, and their communities are entitled to:

- Determine the direction of their lives and services
- Timely, complete, efficient and effective services which they need and want
- Strong advocacy in support of their rights
- Ethical and respectful service delivery that is sensitive to their cultures, religions, family contexts and social milieu
- Comprehensive and thorough services which integrate perspectives and insights from many disciplines
- Services working in partnership with clients, consumer groups, and other service providers pursuing common purposes and goals
- Services which continually improve because decisions are made on the basis of reliable research findings and measurement of service effectiveness
- Services which are recognized to be the best way, and whenever possible proven to be the best way, of helping people with their specific problems and concerns (Best Practice Standards)

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### Fetal Alcohol Spectrum Disorder Clinic (FASD)

Surrey Place Centre has established an FASD Diagnostic and Assessment Clinic that is the only clinic of its kind for adults in Ontario. The clinic was developed in response to a need in Northern Ontario and Toronto, and we are currently bringing our extensive expertise to clients in these areas.

# Surrey Place Centre

## Making a Difference



Surrey Place Centre exists to help people of all ages living with a developmental disability reach their full potential. We support parents who have learned that their children have a developmental disability and are there for those living with a developmental disability throughout their lives – as they transition from home, to school, to adulthood.

Our comprehensive programs and services range from assessment, diagnosis, and one-on-one treatment, to family counseling and group support, and it is all provided by a broad network of clinicians and professionals.

Together with our committed staff, volunteers, partners, funders and donors, we are supporting people of all ages with developmental disabilities to

*“I love that everything at Surrey Place Centre is under one roof – this means that I don’t need to rush around to different locations for tests or to see professionals such as psychologists.”*

- Natalia, mother to an 18-year-old girl with Down syndrome.

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achieve their full potential – all their lives by creating possibilities, supporting independence, nurturing hope, and transforming lives.

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### Outstanding Achievements

This past year Surrey Place Centre received full Accreditation from Accreditation Canada and was noted as a “Centre of Excellence.” The Centre was also named one of the Top 90 Employers in the Greater Toronto Area.

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### Fragile X Clinic

Together with the Fragile X Research Foundation of Canada, Surrey Place Centre has established the only assessment and treatment clinic for people with Fragile X. Our interdisciplinary team offers specialized assessment and intervention to those presenting with complex needs.

# Creating Possibilities

## Sherry and Maggie

Sherry made contact with Surrey Place Centre, before her daughter Maggie was even born. Through pre-natal testing, Sherry had learned that her new baby would have Down syndrome and, at the recommendation of her doctor, turned to the one place she knew would be able to help her.

“Surrey Place Centre helped us figure out ahead of time how we were going to begin with Maggie’s care,” Sherry says. “At two weeks old we brought Maggie to the Music Group at Surrey Place Centre. This is when we officially started her care.”

“Surrey Place Centre offered us a real cross-section of professionals to interact with in a low-stress setting,” Sherry says. “We were even able to get a hearing test done for Maggie, immediately.”

Equally beneficial to Sherry and her family were the in-home visits they received from their Developmental Therapist, Denise. Denise worked with Sherry on Maggie’s feeding issues and shared some of her own similar stories. She spent quality time with Sherry’s other daughter, Quinn when she needed it. “I love how both my daughters’ faces light up when Denise visits,” Sherry says. “The greatest thing about Surrey Place Centre is that they treat the whole family.”

Denise and her team have also helped Sherry prepare Maggie to transition into preschool and they are planning to visit her classroom to make sure things are going well.

Today, Maggie is a happy 2-year-old who loves to make people laugh and imitate sounds. She is a sociable little girl, which Sherry partly credits to her time interacting with the staff at Surrey Place Centre. “The professionals here don’t leave you when its time to transition to a new phase,” Sherry says. “They really want to help you strive for the next step and make sure all the services are interacting properly.”

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*“We are so fortunate to live in this city and be able to take advantage of the services at Surrey Place Centre.”*

- Maggie’s mother, Sherry

Sherry found it so wonderful to bring her daughter to a place where she could connect with other parents who were going through the same thing.

“Interacting with the other parents at Surrey Place Centre was my lifeline in the first year of Maggie’s life,” she says.

She enjoyed being in an environment where her daughter didn’t stand out and she really looked forward to the social interaction she received during Music Group. She also enjoyed being exposed to professionals such as Occupational Therapists and Behaviour Therapists who would come to visit the class each week.

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### ACWA Program

The Augmentative Communication and Writing AIDS Program at Surrey Place Centre provides assessment of individuals who have complicated communication needs. This clinic has received certification as a General Level clinic for people with developmental disabilities who have not been able to access augmentative communication services in the Greater Toronto Area.





# Supporting Independence

## Melvin

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*“Surrey Place Centre has helped me greatly over the years.”*

- Melvin

Melvin first visited Surrey Place Centre as a client in 1969, when he was 21 years old. During his first visits, he met with a social worker. He returned to Surrey Place Centre in 1999 and has received services from us for the last 11 years. He’s worked with a therapist, a psychologist, an audiologist and a Behaviour Therapist. He enjoys coming to Surrey Place Centre because it gives him a chance to see a lot of familiar faces.

Today, when he visits Surrey Place Centre, staff member Cheryl helps him with all the struggles he faces at this point in his life. They talk about his past and what he has been through. “Sometimes my mind is over worked,” Melvin says. “And with Cheryl’s help, I try to go through my memories so they don’t bother me as much.”

Over the years, Melvin has seen many changes at Surrey Place Centre. He’s seen new staff and expansion to the building. “The great thing about Surrey Place

Centre is that the staff always go where the people are, in order to help them,” Melvin says. “They make time to go into the person’s environment.”

Melvin is such a fan of Surrey Place Centre that he has attended meetings and speaking engagements where he has shared his story with others. He believes that donations to Surrey Place Centre are really important, because if the Centre did not exist, he doesn’t know where people like him would go for help. “I have participated in different programs and received so many services at Surrey Place Centre,” Melvin says. “It has provided me the help I needed in order to live my best life to its fullest potential.”

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### A New Role: Health Care Facilitator

To assist adults with developmental disabilities like Melvin, Surrey Place Centre has worked closely with both the Toronto Region Office of the Ministry of Community and Social Services and the Developmental Services Sector in Toronto to permanently establish a Health Care Facilitator role. This position enabled the smooth transition of individuals from facilities to communities and works to further enhance access to health care services for people with developmental disabilities.



# Nurturing Hope

## Natalia and Ivana

Natalia came to Surrey Place Centre at a very difficult time in her life. Her now 18-year-old daughter, Ivana, who has Down syndrome, was experiencing a troubling regression in her behaviour. Though she used to be a very active young woman, she went through a period where she stopped talking and lost interest in activities she used to previously enjoy. "It was so painful to see her behaviour change," says Natalia. "She entered into a different world that was so much different from where she used to be."

Ivana's teacher told Natalia about Surrey Place Centre and she decided to turn to us for help. She was desperate to do all she could to help her daughter. Their first meeting at Surrey Place Centre included her husband and son, as well as Ivana's teacher. She even brought Ivana to Surrey Place Centre for a hearing test, where it was discovered that Ivana had some hearing loss and she was given a hearing aid. This change alone helped her become more socially engaged.

Ivana began to see a therapist at Surrey Place Centre named Melody. She enjoyed her regular visits with Melody and would talk to her mother about her and look forward to the time she would see her again. She has also had the opportunity to explore artwork and photography as a means to express herself and develop self confidence. "I love that Melody gave Ivana a camera to take pictures with," Natalia says. "It made her so happy."

Natalia can see that Ivana is improving every day, and this pleases the entire family. "Because of Surrey Place Centre, Ivana is back to where she was before the changes," Natalia says.

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*"My whole family is so grateful to Surrey Place Centre for everything!"*

- Ivana's mom, Natalia

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### Moving Ahead Program (MAP)

Young people like Ivana will now have more support as they transition to the adult health services sector. A transitional care clinic has been established at the Centre, which ensures effective transition plans are developed to address the health needs of young adults with developmental disabilities.





# Transforming Lives

## Shelly and Daniel

Shelly's son Daniel was diagnosed with autism when he was only 18 months old. Once a spot became available, Shelly was able to take Daniel to treatment at the Surrey Place Centre location downtown. At that point, Daniel could not speak any words and would not respond to his name. He was having difficulty communicating his needs with Shelly and would get very upset if she could not figure out what he wanted. He preferred repetitive, non-functional activities and would engage in non-contextual noises and laughter. His gross motor skills were also poor.



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*“I feel deep admiration and respect for the Surrey Place Centre TPAS team. They put so much into getting Daniel to where he is today.”*

- Daniel's mother, Shelly

Daniel has come a long way since first coming to Surrey Place Centre for Intensive Behaviour Intervention (IBI). The Surrey Place Centre TPAS team taught him to communicate using the Picture Exchange Communication System (PECS) paired with language until he learned to use words to ask for what he wanted. The therapists also taught him how to observe and learn from his environment, as well as how to point to what he wanted. “From the very beginning, my son's treatment was consistently customized to his needs,” Shelly says. “The staff working with Daniel was dedicated to his treatment and displayed an exceptional level of professionalism.”

Surrey Place Centre also helped Shelly and Daniel with a very difficult milestone – his transition to school. After four years in the program, Shelly dreaded the thought of Daniel getting discharged from the program and starting full time school. Thankfully, her Transition Coordinator, Melanie, at Surrey Place

Centre was extremely supportive of her family from the early stages. “Melanie is very resourceful and knowledgeable and was there for us every step of the way,” Shelly says.

As Daniel was about to be discharged from TPAS, the Ministry of Education and the Ministry of Children and Youth Services launched **Connections for Students**, a new collaborative service approach to implementing a seamless transition for children exiting the Autism Intervention Program (AIP) and entering full time school. An Autism Spectrum Disorder Consultant from the Surrey Place Centre School Support Program worked with a consultant from the school board and the school transition team to give Daniel the support he needed to adjust to his new environment and continue to learn and develop.

Today, Daniel is 8 years old and has adapted well to school. He is a sweet and affectionate boy who is always trying to make his mother laugh. “Today I look at my son and I am thankful and proud of how far he's come,” Shelly says. “TPAS was the best thing that ever happened to Daniel!”

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### More help for those with autism - School Support Program

Surrey Place Centre is the lead agency for the School Support Program in Toronto. We have educated more than 10,000 teaching professionals on enhancing supports to children with Autism Spectrum Disorder. We provide information, expertise, training and resources to school board and school authority staff through consultation, training, resource development and distribution and **Connections for Students**.

# An Outstanding Volunteer

## Helping the 1 in 33

### **Alena Marshall, Surrey Place Centre Volunteer**

Alena Marshall has a friend whose little brother has Down syndrome. She loves him so much, that when she was looking for a volunteer opportunity, she immediately thought of Surrey Place Centre. She requested to work with adults at the Centre, because she feels that volunteers are usually more excited about working with children. Soon, she found herself meeting every Thursday night with the jubilant members of the Surrey Place Centre Symphonic Passion Choir.

“I helped with whatever needed to be done, really,” Alena says. “From helping them read music, to ordering pizza, I even stepped in to play the piano a few times.”

Every week, Alena’s heart was warmed by the people she met in the choir. From witnessing their impromptu disco moves, to watching the choir perform in concerts around the city. She loves the way that volunteering teaches you to be patient and appreciate each person’s background. She also enjoyed being able to continuously look forward to her

volunteer work. “Every time I would come into the room, they would all clap for me,” Alena says. “Where else do you get a welcome like that?”

Above all, Alena says that she got such joy from seeing the members of the choir happy. She has made connections with the clients and staff that she knows will last a long time. As well, she has decided to pursue a Masters in Social Work, and perhaps someday continue to work with people with developmental disabilities.

To all those considering volunteering at Surrey Place Centre, Alena says: “Do it! You’ll never get an experience like this anywhere else. All the people are so unique; it really has been a fantastic experience.”

*In recognition of her efforts, Alena was awarded the inaugural Surrey Place Centre Outstanding Volunteer Award.*

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*“Surrey Place Centre treats its volunteers so well and they really are so grateful for the help.”*

-Alena Marshall

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### ***We Need You!***

If you are interested in becoming a volunteer at Surrey Place Centre, please contact Volunteer Services at (416) 925-5141 ext. 2357.



# Financials

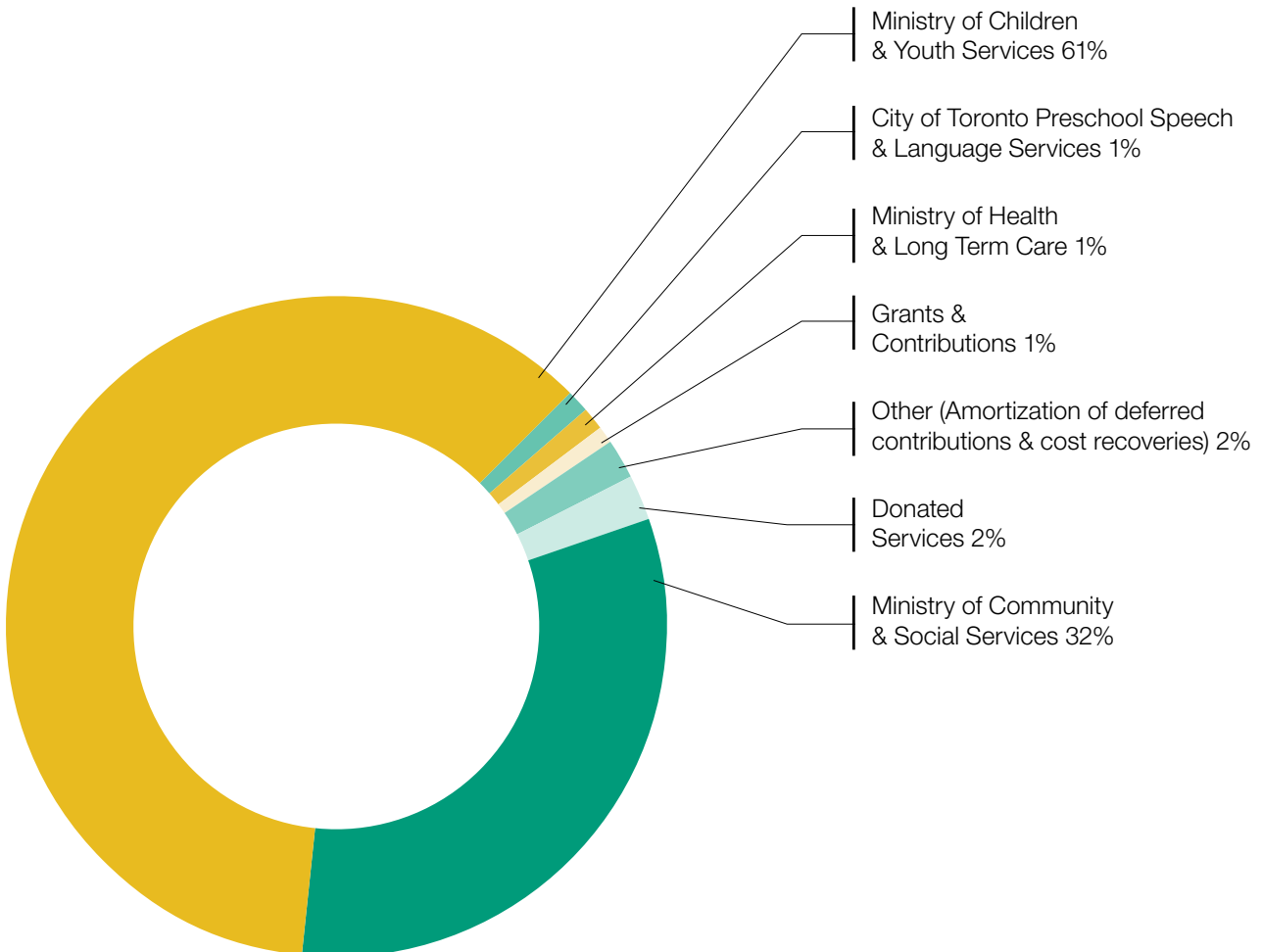
Surrey Place Centre's total revenue from the fiscal year 2009-2010, ending March 31, 2010, was \$33,804,938. Financial information is drawn from the Surrey Place Centre Financial Statements for April 2009-March 2010 which were audited by PKF Hill.

Audited financial statements are available upon request please e-mail us at [info@surreyplace.on.ca](mailto:info@surreyplace.on.ca) or call (416) 925-5141.



Our Expenditures over the past 3 years

## Our Revenue in 2009-2010



# Being the Difference

## Thank You

Our valued funders, donors and supporters help Surrey Place Centre to provide additional support to the 1 in 33 people living with a developmental disability. We would like to thank the following for their commitment, support and generosity in the past year.

To make a gift in support of Surrey Place Centre, please visit our website at [www.surreyplace.on.ca](http://www.surreyplace.on.ca) or contact the Surrey Place Centre Charitable Foundation by calling (416) 925-5141 ext. 2391.

### Surrey Place Centre Funders

Ministry of Community and Social Services  
Ministry of Children and Youth Services  
Ministry of Health and Long Term Care  
City of Toronto

### Foundation Donors and Supporters

#### Patrons - (\$5,000 - \$25,000)

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Elliot Greenberg  
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Minaz Kassam  
Gordon D. Kerr  
Anthony Laycock and Robert Stickle  
Carolyn Lemon  
Dan Miledi and David McCrae  
Fred and Ivy Payne  
Marian Pitters  
Al Shefsky  
Gerald Bernicky  
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Jennifer Laidlaw  
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Marcia Cardamore  
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Complete Electrical Services Inc.  
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Vernon and Angela Flannery  
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Hospital for Sick Children  
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Sembetu Nugusse  
Tzegai Nugusse  
Omar Osman  
Patricia Paszti  
Lata Patel  
Dr. Adrienne Perry  
David Phipps  
Rae Roebuck  
Claudio Santon  
Alex Shaw

## What is “1 in 33”?



“1 in 33” is an awareness initiative being launched by Surrey Place Centre. This public awareness campaign is designed to support all of the clients, programs, and events of Surrey Place Centre. Its aim is to bring attention to the fact that out of every 33 people in Toronto, one of them will have a developmental disability.

The strength of Surrey Place Centre lies in our ability to help people with developmental disabilities. The support of staff, volunteers, Ministry partners, sponsors and donors help us continue to make a profound difference in the lives of the clients we serve. You can be part

of the difference and help people with developmental disabilities live life to their fullest.

Please visit us at [www.surreyplace.on.ca](http://www.surreyplace.on.ca), email us at [info@surreyplace.on.ca](mailto:info@surreyplace.on.ca) or call us at 416-925-5141 to get involved.





# 1 in 33

**Hi I'm Sherry.**

**Did you know? 1 in 33 Torontonians  
are living with a developmental disability.**

**1 in 33 - like my daughter Maggie.**



*Find out how you can make a difference to 1 in 33 by donating  
generously and volunteering to help your family, friends  
and neighbours like Maggie live to their potential – all their life!*

**Visit [www.surreyplace.on.ca](http://www.surreyplace.on.ca) today  
to give generously and learn more about volunteer opportunities.**



Surrey Place Centre is an interdisciplinary community based agency in Toronto that delivers a broad range of specialized clinical services and programs to enhance the health and well being of people living with a developmental disability.



***Living Your Potential - All Your Life!***  
*Enabling Full Participation*  
*For People With Developmental Disabilities*

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