



# Surrey Place Centre

Annual Report 2011/2012



COLLABORATION|ACCOUNTABILITY|INNOVATION|RESPECT|RESPONSIVENESS



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# Welcome to Surrey Place Centre

## Our Mission

Surrey Place Centre provides specialized clinical services that are responsive to individual need and promote health and well-being. In addition to our direct service role, we facilitate system-wide access to information and supports. Our leadership in research, evaluation and education is directed toward advancing knowledge and practice in the field and building the capacity of service systems. As an organization we are committed to supporting the social inclusion of people with developmental disabilities and/or autism spectrum disorders.

## Our Vision

Living Your Potential – All Your Life!

Enabling full participation for people with developmental disabilities and/or autism spectrum disorders.

## Our Values

**Collaboration** - Working together to achieve the best possible results.

**Accountability** - Being transparent and responsible for our actions and results.

**Innovation** - Exploring and creating new ways of providing services.

**Respect** - Understanding and accepting differences in a professional and caring environment.

**Responsiveness** - Listening, understanding and taking appropriate actions in a timely manner.

## Strategic Directions - 2011 to 2016

- » **A focus on our CLIENTS** - Achieve and maintain service excellence in: client outcomes, access to services, information on services and increasing capacity in the sector.
- » **A focus on the SYSTEM** - Further develop the organization's capabilities in research, evaluation and education to support capacity building at a systems level.
- » **A focus on our ORGANIZATION** - Invest in staff and organizational infrastructure including facilities and technology
- » **A focus on COMMUNICATION** - Develop a communication and marketing strategy including branding that effectively informs audiences of our services and supports.



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Surrey Place Centre provides support to children, youth and adults who are living with developmental disabilities and/or autism spectrum disorder to reach their full potential.

The comprehensive programs and services at Surrey Place Centre include assessment, diagnosis, one-on-one treatment, family Counselling and group support. Services at the Centre are provided by a broad network of clinicians and health care professionals.

**Clients may receive any combination of the following services:**

- » Applied Behaviour Analysis
- » Audiology
- » Behaviour Therapy
- » Counselling
- » Developmental Therapy
- » Intensive Behavioural Intervention
- » Medicine
- » Nursing
- » Occupational Therapy
- » Parent Training
- » Psychology
- » Service Coordination

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# Message from our CEO and Board President

The past year has been an exciting time of expansion for Surrey Place Centre. New programs and initiatives have allowed us to increase our capacity to serve those with developmental disabilities by more than 2,000 people. This growth has offered solid investment in the future of our organization, and we look forward to watching the continued growth of Surrey Place Centre.

This will be the final year of service for both of us, but we are confident that the transition to new leadership will see Surrey Place Centre continue to thrive. Great efforts have been made to bring the Centre to a position that ensures its future success. We have recently engaged in a strategic planning process that resulted in new strategic directions. In addition, we have adjusted our mission statement to incorporate our broader mandate and reflect our growing services for children, youth and adults with autism spectrum disorder and the new focus on centralized access through the Developmental Services Ontario Toronto Region.

We have also worked to strengthen our relationships with our collaborative partners with such initiatives as the Toronto Autism ABA Services. We have showed our agility as an organization by adding programs and responsibilities that allow us to focus on the areas that will most benefit people with developmental disabilities and their families and the broader communities that we serve. We are absolutely delighted to welcome the staff, volunteers and the children and families served by the Ontario Foundation for Visually Impaired Children (OFVIC) as we move forward with the integration of OFVIC programs to Surrey Place

Centre. Together our two organizations are better positioned to serve children, youth and adults with a developmental disability, autism spectrum disorder and/or visual impairment.

We would like to extend a warm and heartfelt thank you to everyone who has contributed to the success of Surrey Place Centre in the past year. None of our accomplishments would have been possible without the incredible contribution of our volunteers, board, staff, donors, community partners and our Government funders. We are certain that the organization is in a strong position to move forward from here, and that the coming years will see even more individuals and families living their full potential as a result of the programs and services offered at Surrey Place Centre. It has been an absolute privilege for us both to serve and work for such an amazing organization.

Best Regards,  
John Flannery, Chief Executive Officer  
Jennifer Laidlaw, Board President

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Approximately 6,209 clients were served by Surrey Place Centre in the last year through: Infancy and Early Childhood Program, Children and Youth Program, Adults Program, Toronto Partnership for Autism Services, School Support Program, Toronto Autism ABA Services, DSO Toronto Region and MMW – Videoconferencing.

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## Diana and her daughter, Cecilia

When Diana's daughter Cecilia was 18 months old, she was diagnosed with autism and other delays. Wanting the best for her little girl, Diana brought Cecilia to Surrey Place Centre in an effort to get her the help she needed. Cecilia was referred for early intervention services from the Infancy and Early Childhood Program at Surrey Place Centre, which included speech therapy and a developmental therapist at the Centre started to visit her at home twice per month. The therapist helped Diana to organize Cecilia's area in her house by de-cluttering and filling the space with the toys that would most help her daughter. The therapy she offered helped Cecilia learn ways to better communicate with her family. It also helped her to sit up, stand and walk—things that she was not doing before. "As a result of the therapy, Cecilia is up running around," says Diana. "I am very grateful for the strategies I was given to help her."

As well as helping her to face her daughter's very complex issues, Cecilia's therapist helped Diana successfully

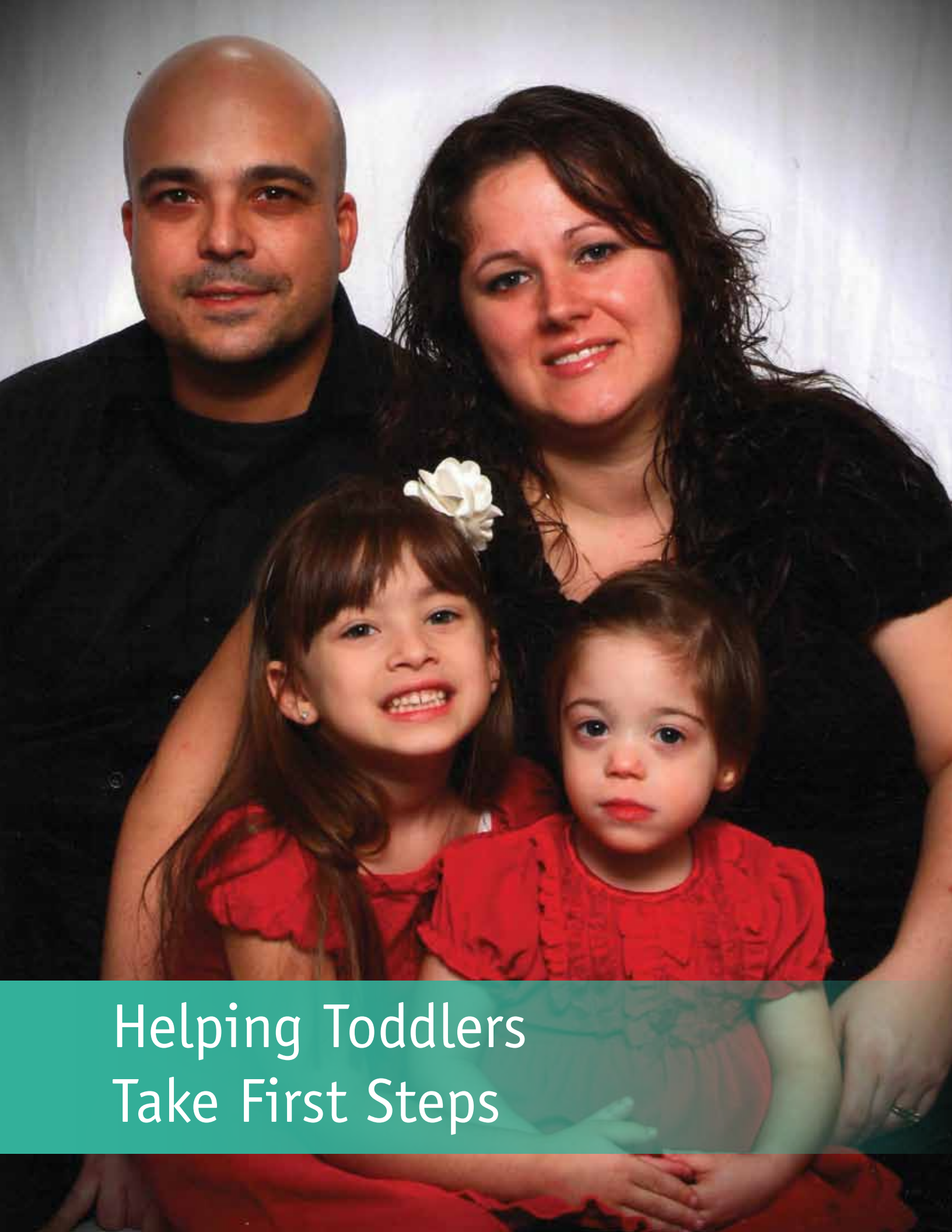
transition her into a full-time daycare program. She continues to be available if Diana has questions or concerns about Cecilia's care. She also helped Diana research available granting programs that would help her daughter, and gave her the support she needed to apply.

Diana also took advantage of a Counselling program offered at Surrey Place Centre that made it easier for her to cope with the challenges of raising a child with unique needs. "Surrey Place has been an amazing support to me," says Diana. "Without them, I would have been totally lost. They have helped to keep both me and my daughter on track."

Today, Cecilia is doing very well. According to her mother, she is very active and is fighting through her issues day to day. Diana hopes that as she grows, Cecilia will be able to be the very best she can be. She credits Surrey Place Centre with helping her reach this goal.

.....  
**The Family Counselling Clinic** was recently established in the Infancy and Early Childhood Program at Surrey Place Centre to provide triage and/or short term Counselling support to family members of children who are suspected of having a developmental disability.





Helping Toddlers  
Take First Steps



Helping Parents  
Support Their Children

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## Jen and her son, Reid

Reid has always been more spirited and challenging than the average child. For years, his mother Jen would try to explain this to others, but was usually told that he was “just a typical boy.” However, when Reid started school, his teachers had concerns as well. These concerns eventually led to Reid being diagnosed with Asperger Syndrome.

“When he was first diagnosed, we were overwhelmed and quite shaken up,” says Jen. “We felt sad for all the hard work he would have to do as he grew up, and we feared for how he might be viewed by society. But we were also reassured by the diagnosis, knowing that our gut feelings about his behaviour were right.”

After Jen’s initial feelings of shock passed, she and her husband were thankful that they now knew how to best help their son. Not long after his diagnosis, they brought Reid to the Toronto Autism ABA Services at Surrey Place Centre.

Reid is a passionate kid who is very exuberant and loves to talk. He has challenges with social interactions, but has a great desire to be social and make friends. He is also a very bright kid which helps him thrive with the information and guidance he receives from the team at Toronto Autism ABA Services.

“The Social Skills program at the Centre was exactly what Reid needed to help him better understand how to connect with his peers and gain control over his impulsivity,” says Jen.

“Every day we see Reid putting into action the skills he has learned at Surrey Place Centre. If he did not have support from Surrey Place, it is likely that he would be having a much

harder time fitting in at school, pushing kids away and damaging potential friendships.”

Jen and her husband hope to continue to find new ways for Reid to channel his energies productively. They plan to keep signing Reid up for as many Toronto Autism ABA Services as he is eligible for. They have seen the significant difference that this program has had in their son’s life.

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Surrey Place Centre was recently selected to co-lead a new initiative offered by the Ministry of Children and Youth Services to increase the skills of children and youth in the areas of communication, behaviour management/ emotional regulation, social/ interpersonal skills and daily living through the use of **Applied Behaviour Analysis (ABA)** strategies.

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## Martin, Juliana and their son, James

When Martin and his wife Juliana first learned that their son James had been diagnosed with Autism Spectrum Disorder, they felt some relief. Finally they had received confirmation on what they had been observing in their son. Juliana did experience some disappointment about the diagnosis—she was worried that James would be labeled as being “different” from the other children. However, both parents knew that the diagnosis would open more doors for their son in terms of getting him the help he needed—one of the doors that opened was at Surrey Place Centre.

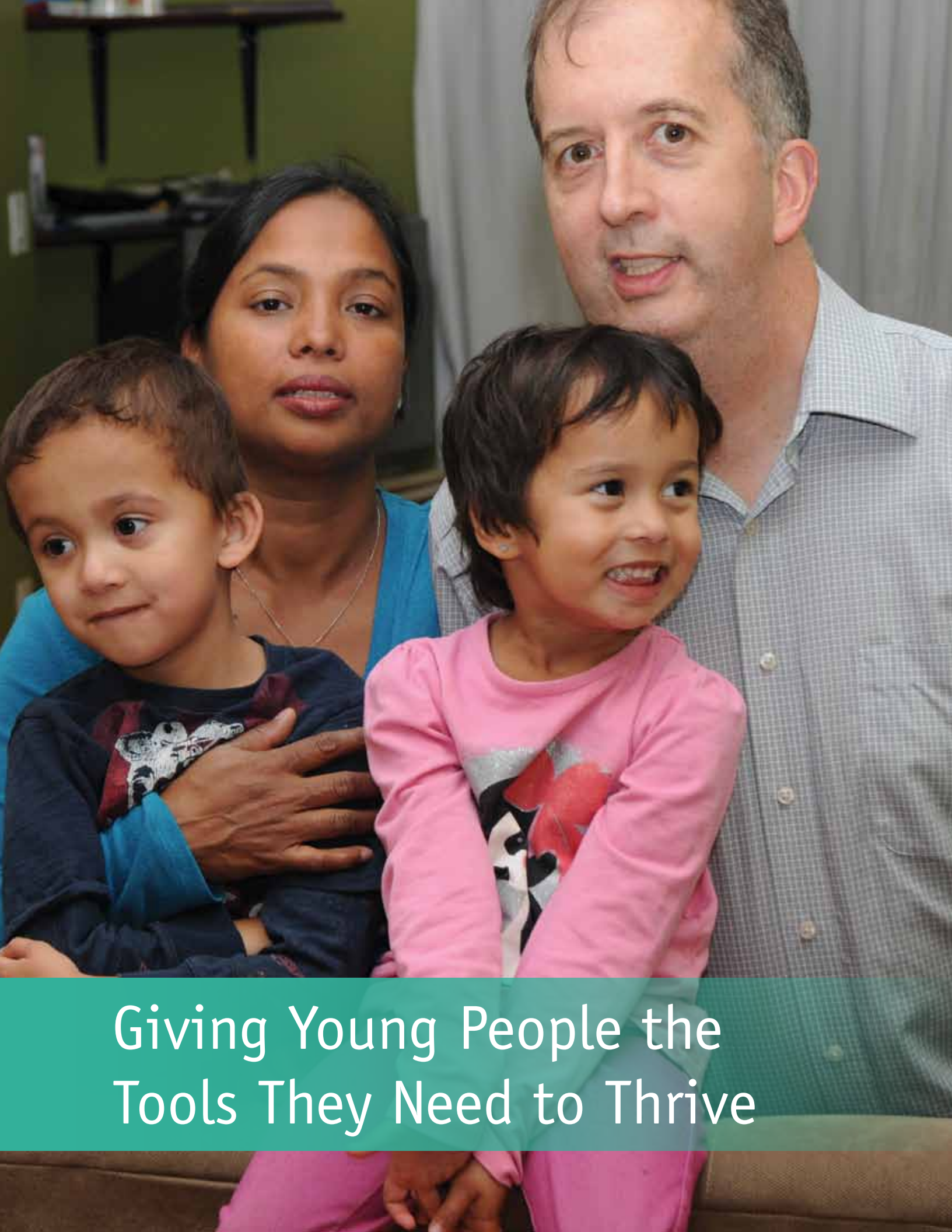
Martin and Juliana first brought their son, James to Surrey Place Centre in December of 2010 for a TPAS assessment. James was just three years old. They were both glad to enroll their son in ABA-based programs that focused on James’ communication and social and interpersonal skills. In February of 2012, James became part of the Toronto Partnership for Autism Services (TPAS) at Surrey Place Centre. “The programs at the Centre have helped

James immeasurably,” says Martin. “His communication development has improved significantly since he started at TPAS.”

Whereas James used to prefer being on his own, he now enjoys interacting with others to a greater extent. He has a lot more patience when he is doing different activities and can tell you his address, phone number and parents’ names. To James’ family, his new independence is a delight to behold. They are certain that without the one-on-one intensive training he has received through TPAS, his development would be nowhere near as far along as it is now.

This means a lot for James. It means he can take more enjoyment from playing with his sister Audrey and Uncle Mike. He can be better equipped to do the things that make him happiest: like solving jigsaw puzzles, listening to music, playing basketball or petting animals. His progress also means that he has a better chance at developing to the best of his potential and growing up happy and healthy. “As long as James is eligible for any services at Surrey Place Centre, we will keep sending him there,” says Martin. “He gets so excited as soon as he gets close to the building. We have had nothing but positive experiences at Surrey Place Centre.”

.....  
In January 2012, the expanded **TPAS Parent Education and Support Services** initiative was launched across the Toronto region—33 workshops were conducted for 308 parents and caregivers.



Giving Young People the  
Tools They Need to Thrive

# Adapting to Unique Family Needs



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## Karla and her son, Max

Karla is the single mother to two children, Haley and Max. The youngest, Max was diagnosed with a developmental disability and autism. Karla first brought Max to the Centre for a hearing test. Max is almost 12 years of age and has been receiving services from the Children and Youth Program at Surrey Place Centre.

Max has difficulty staying still and often tries to run from stressful situations. This meant that giving him a hearing test at Surrey Place Centre was extremely difficult. Karla was thrilled when the Surrey Place Centre audiologist offered to finish the test in their home. “It was so kind of her to offer to complete the test where Max felt more comfortable,” says Karla. “I really appreciate how accommodating the Centre has been to us.”

An occupational therapist from Surrey Place Centre also started visiting Max in his home when he was around 11. She helped Karla handle behaviours like Max’s urge to run, and offered techniques on how to get him to eat different foods. Today, he also receives help from a speech therapist. “Max can speak words, but not long sentences,” says Karla. “We have been amazed by how much the therapist has accomplished with him so far.”

Max is really good on the computer and has recently started typing in words—to the delight of his mother and therapist. Karla knows that he gets frustrated by not being able to communicate, and that his continued speech therapy will help him develop more skills in this area. “Our next step is to

access a speech device from Surrey Place Centre,” says Karla.

Because of Max’s tendency to be anxious on the subway, and his continued desire to run away, Karla is extremely grateful to the Centre for offering service in her own home. Karla knows that Max will continue to receive support as he grows and changes, and she is thankful to have Surrey Place Centre as a resource. “It means the world for them to come to me,” says Karla. “Without it, it would be impossible for Max to receive therapy.”

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**The Social Skills and Relationship Group** in the Children and Youth Program at Surrey Place Centre teaches relaxation strategies, communication skills and manners to help children and youth better manage their emotions and deal with conflict.

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# Mabel and her son, Kurtis

Mabel’s son Kurtis loves nature, animals, sea creatures and all insects. His often deeply ponders the question: “Is there life on other planets?” But because Kurtis has autism, it is the human world that he finds most complicated and difficult to understand.

Mabel first brought Kurtis to Surrey Place Centre when he was around 12 years of age. The results of his therapy have helped him immensely. He improved his expressive language, social initiations as well as his ability to stay on task for longer periods of time.

Prior to completing the IBI services at Surrey Place Centre, the Connections for Students team took over the transition to school. In collaboration with the family, the IBI team, Surrey Place Centre and the Toronto District School board, this newly formed team got to know Kurtis’ strengths and needs, and worked closely with Kurtis’ family and tenth grade teacher to implement effective strategies for his behavior and ensure his academic progress.

Today, Kurtis is a happy 16-year-old who does well at school and excels in science and biology classes. His relationship with his eight-year-old brother Theo has also improved. “When they were younger, Kurtis would avoid Theo by hiding behind doors. But today, they enjoy each other’s company and get along well,” says Mabel. Kurtis and his brother also share common interests and enjoy telling silly jokes together, going bicycling in the neighbourhood or playing video games. This past summer they even went to camp together.

Mabel is thankful for the help her son received at Surrey Place Centre and says that she will continue to bring him to Surrey Place Centre as long as he is eligible for service. “I hope that Kurtis can realize his dream of becoming a marine biologist when he grows up,” says Mabel. “We want to make sure that he can live a happy and independent life when we are no longer capable of taking care of him.”

.....  
The School Support Program at Surrey Place Centre supported the transition of 258 children discharged from IBI treatment into a full time school placement as part of the Connections for Students joint Ministry service model.





Ensuring that Kids  
Can Enjoy Life



Allowing Adults to  
be Independent

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# Koko

Kevork (or Koko as he is called by his friends), was born in Lebanon and came to Canada in 1969. He comes from a large family, and has six siblings. As an adult, he held a job for over 20 years as a helper in a day care kitchen. He was never diagnosed with a developmental disability until he lost his job and was referred to Surrey Place Centre for help. Since then, Koko has taken advantage of many services at the Centre, including: audiology assessment, Counselling, behavioural therapy, psychology and service coordination.

Today, Koko works three times a week at the Coffee Shed at Surrey Place Centre. The job keeps him busy and helps him learn new life skills. He handles cash and makes coffee and has been a partner for the past three years. A partner at Coffee Shed works a three-month co-op and is then voted in by other partners. "Being a partner means being independent," says Koko. "All of the partners equally own the Coffee Shed and share in its profits. I participate in everyday decision-making and I am part of the hiring committee."

When he's not working at the Centre, Koko loves to spend time reading the sports scores in the Toronto Star, watching TV shows and enjoying time with his family. He also attends church every Sunday. His current dreams are to go on a plane and visit his sister in Philadelphia and also to go on vacation to Florida.

With the help of Surrey Place Centre, Koko has been able to reach for and achieve all that he has set his mind to. "Surrey Place Centre gives me confidence to be independent and

become more social," he says. "I have gained new friends, and become more comfortable talking to people through my work at Coffee Shed."

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Fifteen staff members from the Adult Program at Surrey Place Centre recently took the **ASIST (Applied Suicide Intervention Skills Training)** program in order to better respond to the needs of our clients.

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## Carole and her daughter, Jacqueline

Carole's seventeen-year-old daughter Jacqueline, who goes by Jackie, has a pronounced speech delay and has been receiving private speech therapy since she was very young. Recently, her speech therapist recommended that Carole and Jackie visit the ACWA Program (Augmentative Communications & Writing Aids Program) at Surrey Place Centre.

When they were accepted into the program, Carole brought Jackie into the Centre where she was introduced to the various Speech-Generating Devices that might help her with her communication. It was decided that Jackie would start to work with an iPad that has the Proloquo2go App. A Surrey Place clinician was sent to Carole's home to help to program the device and set up a system for backing up their information. As Jackie started to use the device, Carole soon realized how many different situations could be improved for her daughter with the help of this technology.

For example, Jackie often has trouble remembering the word she needs

to use. By creating folders in the iPad app that hold words and phrases used during various activities, Jackie is able to communicate more effectively. When she's at the grocery store with her mother for instance, if she thinks of an item they have forgotten, she is able use the iPad to complete her thought. She can also build folders related to her favourite activities, like TV shows and movies she enjoys, and is able to carry-on conversations in a much easier way.

Jackie loves her new device and also feels very proud to have her own iPad. Carol plans to have Jackie also take the iPad to school to help with her communication in the classroom. When it's time for that, clinicians from the ACWA Program will go into her school and offer instruction on how to best use the device in class.

"Jackie used to sometimes get frustrated when she couldn't find the right words to use, and this has decreased since she got the assistive device," says Carole. "Her speech has definitely improved since she came to Surrey Place Centre, and I've been very pleased with all the help we've received."

.....  
The Augmentative Communication & Writing Aids Program provided service to 73 children and adults in 2011-2012. ACWA also provides ongoing support and maintenance to over 30 clients each year who are using Speech-Generating Devices to improve communication across all life environments.



Making Communication Easier



Learning to Handle  
Everyday Life

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## Mary

Mary first came to Surrey Place Centre as an adult to receive a psychological assessment and counselling. She also had Behavioural Therapy consults and an Audiological assessment. After these initial services, her relationship with the Centre continued to grow. Today, Surrey Place Centre is an immensely important element to her on-going well-being.

Mary has participated in a number of groups and workshops at the Centre. She is also a member of the Surrey Place Centre Symphonic Passion Chorus. The choir has given her the opportunity to learn how to read notes, make new friends and sing in front of an audience. She says: "I enjoy singing because the crowd makes me happy."

As well as choir practice every week, on-going counselling also contributes to Mary's ability to succeed in life. She has learned a lot of new skills from Surrey Place Centre staff, including how to handle abuse and bullying. She knows that if she ever feels threatened she now has the tools to deal with the issue. "Surrey Place Centre makes me feel safe and they have helped me," says Mary. "Every time I come to Surrey Place I always leave a calmer person."

When she is at the Centre, she enjoys stopping by Coffee Shed because the partners are so friendly and make her feel welcomed. Mary also attended the 2012 Annual Client Safety Event hosted by the Surrey Place Centre Self Advocate Council, where she was able to meet and learn from a lot of new people. She even received a "respect" pin that she now wears with pride.

"I know that Surrey Place Centre has given me skills to participate better in everyday life, to be more independent and make new friends," Mary says. "I am so grateful for the help they have provided."

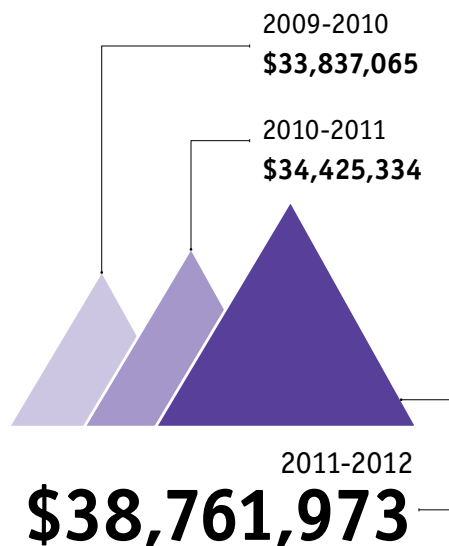
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The Adult Program at Surrey Place Centre served over 1500 clients in 2011 - 2012.

# Financials

Surrey Place Centre's total revenue from the fiscal year 2011-2012, ending March 31, 2012, was \$38,761,973. Financial information is drawn from the Surrey Place Centre Financial Statements for April 2011-March 2012 which were audited by Grant Thornton.

For access to the full audited Financial Statements for Surrey Place Centre and the Foundation, please visit [www.surreyplace.on.ca](http://www.surreyplace.on.ca).

## Our Expenditures over the past 3 years



- 1% Other
- 1% Other Government Agency
- 2% Donated Services
- 2% Amortization of deferred contribution

**33%**  
Ministry of Community and Social Services

**61%**  
Ministry of Children and Youth



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# A Thank You to Our Valued Contributors

Surrey Place Centre is surrounded by a caring community of donors that allow the Centre to continue to provide support to people with developmental disabilities and/or autism spectrum disorders and the family members who love them.

Thank you to the following individuals and organizations whose generosity in the past year has allowed Surrey Place Centre to make huge gains towards helping many children and adults live their life to their full potential!

## **Government Funders**

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