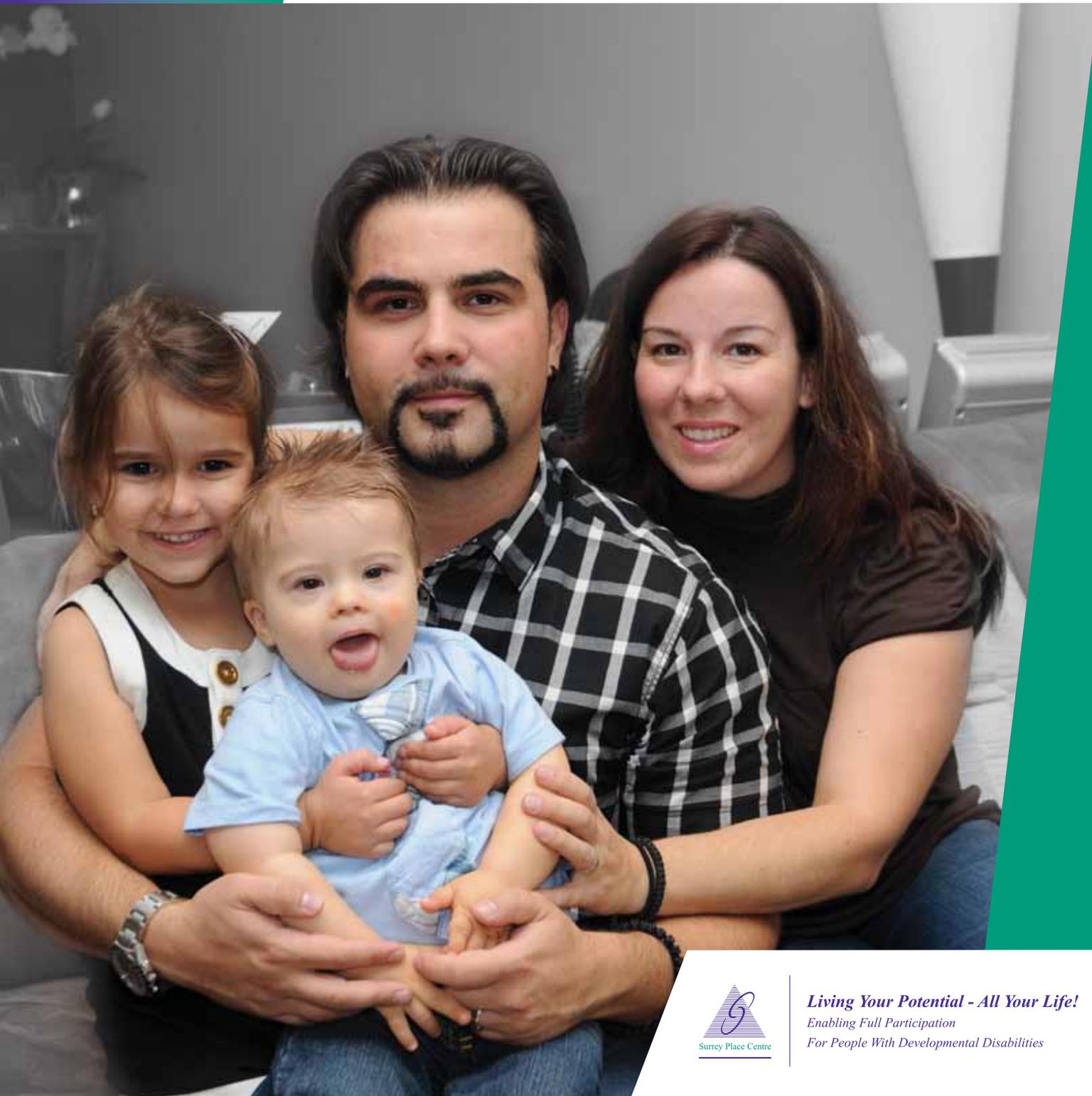


ANNUAL REPORT

2010-2011 SURREY PLACE CENTRE



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

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Surrey Place Centre: Who We Are

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 and/or autism spectrum disorders.

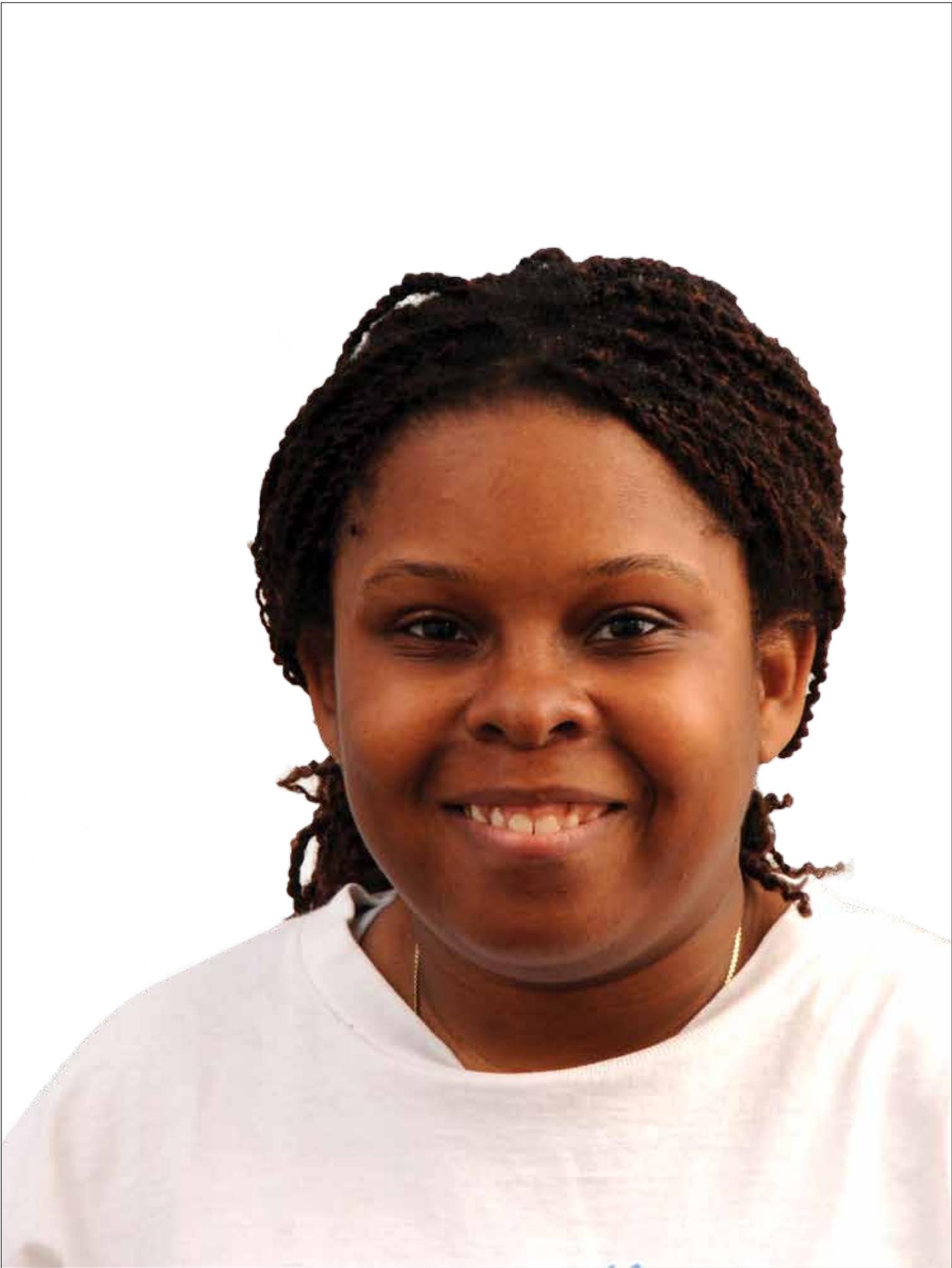
We achieve our mission and vision through:

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

The professionals working at Surrey Place Centre offer support to families and caregivers from before a child is born, right into adulthood. On any given day, the Centre is filled with a variety of specialized clinical staff who are supporting our clients achieve their potential. For example:

- **Service Coordinators** are helping parents identify the best programs and services to help a child with a developmental disability.
- **Audiologists** are testing hearing and identifying problems that may be affecting behaviour.

- **Speech Language Pathologists** are giving children a voice, some for the very first time.
- **Behaviour Therapists** are calming the difficult behaviours of children with autism, and helping to better integrate them into their communities.
- **Occupational Therapists** are helping school-aged children participate more effectively in their classrooms.
- **Counselors** are working with adults with developmental disabilities to help them gain the skills they need to live their best lives.
- **Developmental Therapists** are helping ensure that children are meeting the developmental milestones that are right for them.
- **Physicians and nurses** are assessing and treating medical problems that could affect quality of life for clients of every age.
- **Psychologists** are assessing and providing treatment for the clinical needs of people living with developmental disabilities.



Filling Voids Through Innovative Programs and Services

The Role Surrey Place Centre Plays

From a mother holding her new baby, to an adult trying to make his or her way in the world, Surrey Place Centre is here to help support people living with developmental disabilities. By identifying gaps in service for infants, children and adults, the Centre's programs and services help to transform the lives of each of our

clients and provide support to their families and caregivers.

With the support of Surrey Place Centre clinical staff, children are learning to walk and talk; adolescents are thriving in their school environments; and adults are living fulfilling, independent lives.



Imagine how many more lives could be changed in the next 50 years.



A Place to Belong

HELEN
& ANTONIO

Discovering that your newborn son has a developmental disability can be overwhelming for parents. Thankfully, Helen and her husband Greg were able to get help from Surrey Place Centre right after learning that their son Antonio had Down syndrome. When Antonio was only two weeks old, a nurse from the Centre visited Helen, Greg and big sister Marinella in their home. They received answers to their questions and were provided with the information they needed to move ahead.

Soon after, Helen started attending the signing and music groups at Surrey Place Centre. By attending the groups Helen received more insights into how to best stimulate and support her son's development. She also received something else: a new community of friends who knew exactly what she was going through. This new network embraced Helen, Greg, Marinella and Antonio and were there when she needed to reach out for support.

"Everyone we have ever met at Surrey Place Centre, regardless of their role, have become like extended family to us," says Helen. "If we missed a week of music group everyone would be asking where we were. They were all so welcoming."

Helen, Greg and their family were so thankful for the support that they received at Surrey Place Centre, that they decided to create an annual Toy Drive that would help to spread holiday cheer to the other families of Surrey Place Centre. In 2010, \$9,000 was raised, and more than seventy-five toys were collected and handed out to fifty-two families who receive services from Surrey Place Centre. Helen, Greg and their family are planning to expand this effort in 2011, with a goal of reaching even more clients. "We are happy to help families to lessen financial burdens. Our goal is to help put more smiles on the faces of clients of Surrey Place Centre."

*Surrey Place Centre is
proud to have provided
services and supports to over
4000 clients and over 3500
families this year.*



The Gift of Communication

SUSY & PIERO

Susy first brought her son Piero into Surrey Place Centre when he was 20 months old. She had been noticing some differences between his development and that of his older sister's. Although doctors assured her that boys were different, she knew there were some significant milestones that her son was not meeting. After his intake at Surrey Place Centre, Piero was diagnosed with developmental delay and was started in speech and occupational therapy.

When he first started therapy, Piero was using only a few words to communicate. Susy enrolled him in the sign language course, and for the first time an important door opened for him— his mom could finally understand what he was saying! At age five Piero was still non-verbal and was referred to the Augmentative Communication and Writing Aids Program (ACWA) at Surrey Place Centre. It was through the ACWA Program that Susy learned about an

important speech-generating device called the SpringBoard Lite that could help Piero communicate even better.

After the ACWA team completed an assessment and the family trialed the device at home for a few weeks, they decided to lease the SpringBoard Lite on an ongoing basis. Surrey Place Centre clinicians even went to Piero's school to help his teacher understand how the device worked. And soon, another important door opened: Piero was able to better communicate with those around him.

Piero is still using his SpringBoard Lite today thanks to the support he and his family received from the Centre, and in the future he may transition to a more advanced speech-generating device which would offer even more options for his communication development. "In the future, we will continue to incorporate programs onto his device



that will suit his school curriculum and make his life easier,” says Susy.

Susy is so proud of how far her son has come and treasures the help that Surrey Place Centre has offered her family. She is still on the Centre’s roster as a parent and continues to get in touch whenever she has questions about Piero’s development.

“I think it is important to let parents know how many different avenues are available to children who have developmental disabilities, just to give them some hope,” says Susy. “I believe in miracles and Surrey Place Centre is one of our miracles.”

*Every day
another miracle
happens at
Surrey Place
Centre.*

Independent Living

PIERRETTE & SARAH

When Pierrette became a parent in 2006, she was referred to the Parenting Enhancement Program (PEP) at Surrey Place Centre because of her developmental disability. During her involvement with PEP she was also identified with having a dual diagnosis. As a first time parent, Pierrette had difficulty making formula and interacting with her daughter Sarah. A PEP therapist visited her weekly in her home and helped her to gain the child care skills she needed in order to parent her three month old daughter.

PEP continued to provide Pierrette and her family assistance by accessing services, helping them interpret information, and acting as a liaison with her extensive support system. PEP therapists also acknowledged Pierrette's capabilities as a parent and ensured she remained on track with providing the best possible environment for her daughter.

Today, Sarah is five years of age and doing well. She enjoys seeing the PEP therapist who regularly comes to her home. In addition to the initial feeding issues, the Centre has also assisted Pierrette in helping Sarah with walking, talking, behavior management, and potty-training as well as providing on-going developmental assessments. With their help, Pierrette has also gained confidence as a parent that she might not have had otherwise.

"I would have been a lot more confused without this help," Pierrette says. "And I know that it has helped Sarah develop better." To other parents with similar issues, Pierrette says: "Go to the PEP Program at Surrey Place Centre. Get as much help as you can!"

*A little help can go a long way
in the life of a person with a
developmental disability.*



Family Cohesion

CHRISTIANA
& REICHMAN

Christiana and Prosper's son Reichman was diagnosed with autism when he was two and a half years old. At four years of age when he was about to enter kindergarten, he started to receive services at Surrey Place Centre. His parents' main concerns were that he was communicating mostly through gesturing or pulling his parents towards what he wanted. He was also displaying erratic behaviours such as crying for no apparent reason and jumping up and down repeatedly. They were also concerned as they felt that he was isolating himself from the family.

Reichman began Intensive Behavioural Intervention (IBI) at the Surrey Place Centre Toronto Partnership for Autism Services (TPAS) and the first changes that Christiana and Prosper noticed were his verbal skills—he started to communicate consistently using single words and gestures. He would also sit for longer periods of time. As time went by, they were thrilled to hear their son stringing two or three

words together. After a year in the IBI Program, Reichman transitioned into the school stream program where he attends half of the day at school and the other half of the day at Surrey Place Centre. At this time he started to display more independence in daily routines and was doing things such as feeding himself more often.

Christiana knew that what the Surrey Place Centre TPAS therapists were doing was working. She would replicate the strategies used at Surrey Place Centre TPAS at home and also sent information to his school to suggest approaches that Reichman's teachers could try. "When he started the program I got involved as much as I could," says Christiana. "I knew that by working together, we could be much more successful with the goals we set."

Surrey Place Centre has made a positive impact on Reichman's acquisition of skills and in particular his interactions within the family. There was a time when he used to isolate himself from his parents

and three siblings, but he has finally become closer with his family. “His improved verbal communication is enormous,” Christiana says. “He used to cry when he did not know what to say and as a parent, this can make you frustrated. Now, he can tell me what he wants. He also plays well with his siblings, and he no longer pushes them to initiate play.”

Christiana and Prosper could not be happier to have their son interacting well with his siblings, and say that he loves the time he spends at Surrey Place Centre. “The days he does not see his therapist he is actually crying about it,” she says. “He really loves the people at Surrey Place Centre and I think they love him too!”

We are bringing families together through successful treatment.



Knowledge and Insight

CATHERINE LOW,
*Surrey Place Centre
Student Placement*

Catherine Low is a student in the University of Toronto's Speech Language Pathology Program. She was excited to learn that she would be coming to Surrey Place Centre for her first student placement. During her time at the Centre, she worked mainly with assessing adults and identifying ways to enhance their communication skills. "My background was with stroke survivors," Catherine says. "So working with adults who have a developmental disability has helped to broaden my perspective."

Catherine also had the chance to provide individual therapy for a client with Aspergers syndrome, volunteer with the Surrey Place Centre Symphonic Passion Choir and spend time working with the audiologist and gaining confidence in her own skills. To get a sense of the other professionals who work at Surrey Place Centre, she also conducted a series of interviews with clinical staff. "All the staff at Surrey Place Centre are so encouraging," Catherine says. "They really want you to get in there and learn."

Catherine enjoyed the flexibility of her student placement at Surrey Place Centre and had the opportunity to observe the wide range of abilities among the clients she interacted with during her time at the Centre. She will take the experience she gained working with people living with developmental disabilities and apply her increased knowledge to her future work. She loves the way that Surrey Place Centre clients can take ownership of their care. If she was a client or a parent receiving services, Catherine says she would feel very supported walking into Surrey Place Centre. "The Centre understands the clients they support and they put their needs first," she says.

*We are helping to
train the clinical
staff of tomorrow.*



Community Partnership: Autism Treatment Network



children and adolescents affected by autism. The Toronto site of the ATN is one of only two sites in Canada and is composed of Holland Bloorview Kids Rehabilitation Hospital, Hospital for Sick Children and Surrey Place Centre. Surrey Place Centre operates as the Clinical Hub for the Toronto ATN.

Following a diagnosis of Autism Spectrum Disorder (ASD) at one of the ATN involved clinics, interested families are referred to the ATN Clinical Hub where each child is given the necessary assessments to complete the ATN protocol. A nurse is assigned to each family in order to help them with health-related issues and with navigating the system to access service. As well as maintaining the highest standards of medical care, ATN experts carry-out innovative research in an effort to develop more effective treatment standards for the wider community.

Surrey Place Centre is proud to be a part of the Autism Treatment Network (ATN)—a ground-breaking network of hospitals, physicians, researchers and families at eighteen sites across the United States and Canada. Together, we are working to develop the most effective approaches to medical care for

Bringing first-hand learning and expertise to the treatment of children with autism.

DR. ALVIN LOH: ATN CLINICAL HUB

Dr. Alvin Loh is part of the team that heads up the work being done at the ATN Clinical Hub at Surrey Place Centre. The team includes two nurse co-ordinators and a nurse practitioner along with the ATN Site Coordinator and three research coordinators. Dr. Loh sees the Clinical Hub as complementing the services that exist at other centers and hospitals in our area, and feels that through innovative assessment and treatment, they have been responsible for improving life for many children who have been diagnosed with autism. “For example,” says Dr. Loh, “if a child has aggressive behaviour and is non-verbal, we can investigate to see if the child has another medical disorder that is causing the behaviour, and by treating this issue we can greatly improve the quality of life for the child.”



The ATN is working towards publishing a set of Clinical Guidelines that answer many of the questions that physicians and parents might have after a child is diagnosed, such as what medical testing would be helpful, how to manage sleep problems, constipation and toileting. This information would then be distributed to General Paediatricians, Family Doctors and other health care providers in an effort to improve the care that is offered to young people with autism. Along with other physicians from Holland Bloorview Kids Rehab and SickKids, he has also been involved with informative symposiums and conferences about the care of autistic children for physicians and parents, as well as on-going research projects that will answer some important questions about the disorder.

Financials

Our Expenditures over the past 3 years

\$32,714,976

2008-2009

\$33,837,065

2009-2010

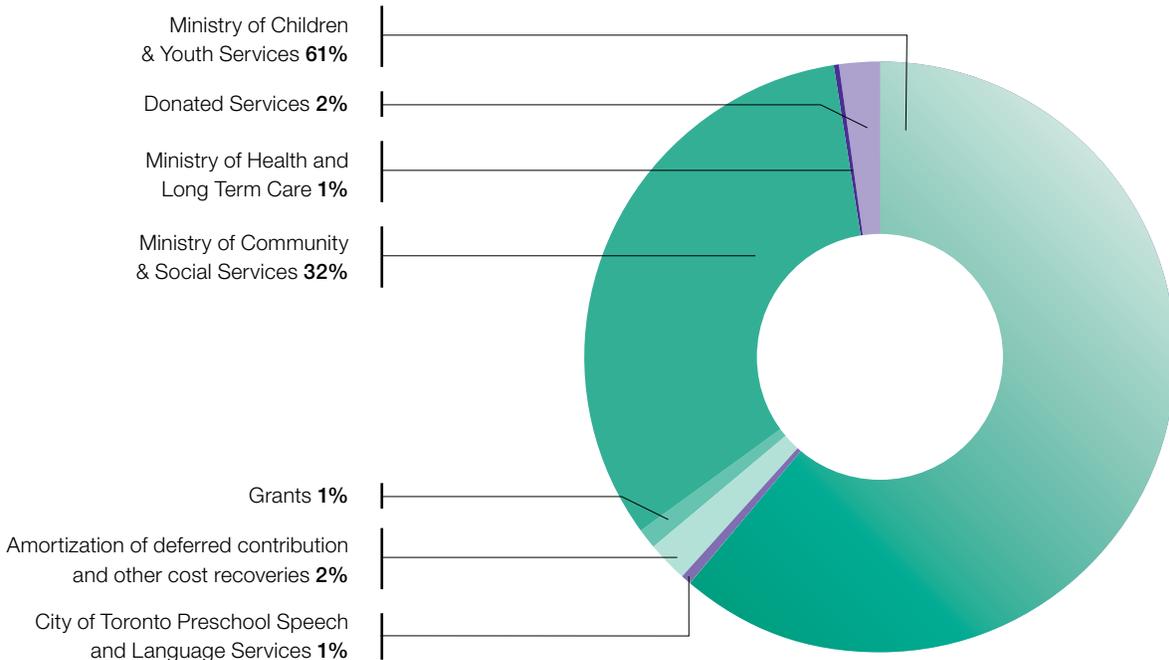
\$34,425,334

2010-2011

Surrey Place Centre's total revenue from the fiscal year 2010-2011, ending March 31, 2011, was \$34,425,334. Financial information is drawn from the Surrey Place Centre Financial Statements for April 2010-March 2011 which were audited by Grant Thornton.

For access to the full audited Financial Statements for Surrey Place Centre and the Foundation, please e-mail us at info@surreyplace.on.ca or call (416) 925-5141.

Our Revenue in 2010-2011



Valued Contributors

Without the on-going commitment from our community, Surrey Place Centre would not be able to continue to execute programs that enhance the lives of people living with developmental disabilities and their families.

The following list of individuals and organizations represents those who have set a leading example with their support. They have helped thousands of people live life to their full potential this year. A warm thank you goes out to each and every one of these donors for their generosity.

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

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Living Your Potential - All Your Life!

Enabling Full Participation

For People With Developmental Disabilities

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