



**niagara**  
*children's centre*

Embracing The Possibilities  
of Uncharted Paths

2020-21

# UNCHARTED PATHS CREATE NEW OPPORTUNITIES

## 2020-21 ANNUAL REPORT

Niagara Children's Centre often serves children and families facing uncharted paths. Their lives feel uncertain as they deal with unclear diagnoses and a variety of struggles, triumphs and unexpected challenges. We have never been more inspired and motivated by our children and families than we were in 2020-21. As we developed a new roadmap to guide our organization on its own uncharted path, we drew and learned from their continued resilience and strength.

The year began at the early stages of a worldwide pandemic, COVID-19. The impact of the pandemic was far-reaching, disrupting and upended our daily lives as we shifted to social distancing and staying home to flatten the curve and keep our communities safe. Our workplaces, schools, community centres and more shut their physical doors and looked for ways to open virtual ones where possible. Our families faced incredible upheaval, but they still needed access to the teams and therapists that they often refer to as a second family.

With so many uncertainties, we were proud that our employees, leadership team, Directors, donors and volunteers met challenges head-on, with an unwavering dedication to our vision of Niagara's children and youth at their best.

This report outlines many of the ways in which our organization and supporters met challenges, worked to find ways to overcome the seemingly insurmountable, and persevered by charting new paths forward for this year and well beyond. The learnings from our journey will propel the Centre forward in new ways, supporting our vision and creating even better ways to help our community for years to come.

Our leadership team and employees came together to research best practices, educate themselves on new technologies, procure equipment and develop new ways of offering service. While our goal was to implement virtual care as quickly as possible, we paid equal attention to ensuring that the virtual care experience was appropriate, effective and safe. We found ways to support families who experienced barriers to accessing virtual care, by providing them with guidance and technical support.

Our employees also worked to ensure the safety of every interaction that couldn't take place virtually – donning extensive PPE, following new cleaning protocols, following ever-evolving safety guidelines, and pioneering novel approaches and partnerships. Our commitment to safety for our clients, families and employees was paramount.

Our donors, funders and sponsors stepped up in ways big and small, keeping signature fundraising events running virtually and providing flexible funding that allowed our leadership and Directors to focus on how to best serve our clients.

On behalf of the organization, we would like to thank the Ministry of Children, Community and Social Services. The Ministry's early communication of its commitment to maintain our Centre's funding during the pandemic provided us with much needed financial stability that allowed us to plan our programs and staffing accordingly.

We were honoured by our community, which recognized us with a St. Catharines Standard Reader's Choice Award and a Greater Niagara Chamber of Commerce Excellence in Business Award.

The feedback from families and our community has been overwhelmingly positive and reassuring, confirming that our efforts in light of the circumstances were seen and appreciated.

We could not have accomplished everything we did over the past year without a shared commitment to our vision, mission and values. As we look toward life shifting once again, it is with a keen eye on the future of our Centre. We will continue to look for and encourage continuous improvement on our new path forward.

**Don Thorpe, Board Chair**

**Oksana Fisher, Chief Executive Officer**



## MISSION

We enable children and youth with physical, developmental and communicative delays or disabilities to achieve their optimal potential within their home, school and community environments.

## VISION

Niagara's Children & Youth at their Best



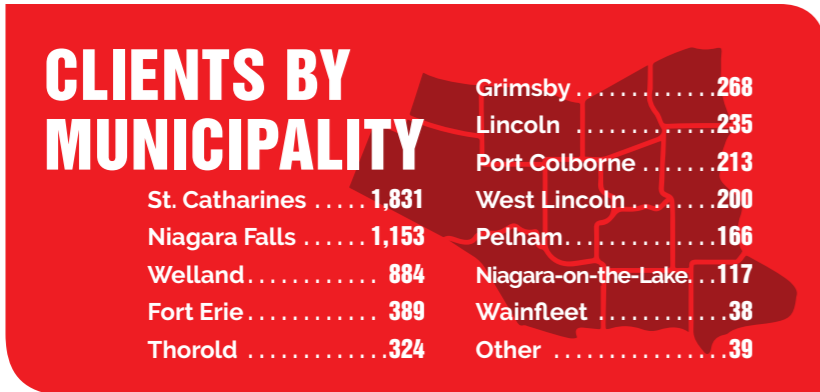
## DIRECTORS

- Mr. Don Thorpe, Chair
- Mr. Mathew Siscoe, Vice Chair
- Mr. Jim Borysko\*
- Ms. Shirley Cordiner
- Ms. Angela Davidson
- Ms. Dolores Fabiano\*\*
- Mr. Ken Janzen
- Mr. Larry Kent
- Ms. Lois Ouellette
- Dr. Karl Stobbe
- Mr. Volker (Vic) Kersch

\* resigned in year \*\* started in year

## SENIOR STAFF

- Oksana Fisher, Chief Executive Officer
- Dorothy Harvey, Director of Clinical Services
- Tammy Davey-Wiebe, Director of Corporate Services and Finance
- Marla Smith, Director of Development
- Kristen Groom, Human Resources Manager



Embracing the  
Unexpected Challenge  
of a Pandemic Plot Twist

### THE CURVEBALL NO ONE SAW COMING

Like most Ontarians, when the provincial shutdown was announced in March 2020, Niagara Children's Centre staff and many of the families we support assumed it would be a relatively short period of service disruption. While temporarily pressing pause on most of our services was not ideal, the fact that the vast majority of Centre services are provided through in-person sessions meant that the infrastructure simply was not immediately in place to support our families through that period in many other safe ways. Our therapists focused on telephone consultations to provide families with creative strategies for working on therapy goals at home, but those weren't a long-term solution.

As the gravity of the pandemic situation became apparent, the Centre leadership team quickly realized that waiting for things in Ontario and Niagara to return to "business as usual" was simply not an option. The types of services we provide to children and their caregivers meant our return to work wasn't going to be as simple as shifting to Zoom meetings. Work quickly began to create a new, Covid-safe game plan for supporting Niagara's children.

## THE PATH FORWARD

### MARCH 2020:

- Virtual Care Plan Developed



### APRIL 2020:

- Researched best practices for virtual care assessment and therapy techniques for children with physical, developmental and communicative delays and disabilities
- Problem-solved how to best mimic key components of in-person services in a virtual setting

- Identified the technological needs of our therapists to provide high-quality virtual care including a virtual platform, devices, internet requirements, and technical accessories such as specialized webcams and headsets with high quality microphones
- Developed an evaluation tool to determine and monitor successes/challenges

### MAY 2020:

- Urgent in-person services began aligned with public health and government guidelines.
- Technology purchases and upgrades
- Trained therapists in both technical and clinical aspects of virtual care, including specialized therapies



### THE ALL-TOGETHER-NOW EQUATION

The successful shift from the Centre's traditional in-person model of care to a blend of virtual care and safe in-person visits required the time, effort and resources of many. Here's just a glimpse of what was involved:

**4,330 hours** OF STAFF TIME, INCLUDING TRAINING AND PREPARATION  
**1,656 hours** OF TECHNICAL AND IT SUPPORT  
**\$57,350** FOR TECHNOLOGY  
**+ \$3,500** FOR NEW THERAPY MATERIALS AND RESOURCES

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**26,732** VIRTUAL VISITS WITH CENTRE FAMILIES IN 2020-21

### JUNE 2020:

- Continued refinement and enhancement of therapist training to enable more advanced uses of technology to meet specific and diverse client needs
- Evaluated our early experiences with virtual care and implemented improvement plans; revised services as required

### JULY-SEPT. 2020:

- All services now being delivered virtually and in-person where appropriate and possible
- Applied for grants to support our own virtual care costs and create a lending pool of devices, technical accessories, and seating systems for families in need

## HOW DID OUR CAPACITY FOR CARE COMPARE? 2020-21 TOTAL VISITS



**FACE-TO-FACE**  
**9,186**  
 2019-20: 35,251



**VIRTUAL - VIDEO**  
**12,414**  
 2019-20: N/A



**VIRTUAL - TELEPHONE**  
**14,318**  
 2019-20: 3,436



**GROUP**  
**909**  
 2019-20: 2,651

**TOTAL**  
**36,827**  
 2019-20: 41,338

### WHAT IS VIRTUAL CARE?

We use the term Virtual Care to refer to the programs, therapy and supports we use to connect with and care for our clients and their caregivers when they are in a different physical location than their therapist(s). Virtual care includes assessment, therapy visits, child groups, and parent education and support groups.

There are many examples of how virtual care can look.

- Digital games and activities may be used by a therapist to directly engage a child during a one-to-one appointment via video conferencing.

- A therapist may verbally coach a parent on how to use the toys and tools in their own home to engage their child and work on therapy goals such as independent walking or feeding.

- A group of parents could meet together with a therapist to learn about a specific topic such as dealing with challenging behaviours or helping their child to communicate.

- Youth might meet together to gain experience socializing independently with their peers.

## EMBRACING THE UNEXPECTED CHALLENGE



### SMALL ACTIONS

What do you do if the charity golf tournament you've been hosting every summer since 2005 just isn't in the cards? If you're Cotton Construction, you find a creative way to play the hand you've been dealt. Rather than let the pandemic put a damper on their annual Niagara Children's Centre fundraising effort, the Cotton crew connected with the golfers who typically play in their tournament to ask if they could count on their support off the course too. Cotton and their very generous roster of golfers teed up \$20,000 in donations – not a penny less than what they'd raised in previous years when golfers actually got to play. We'd call that a hole-in-one!



### CARE THAT'S ALWAYS THERE

Seven-year-old Daniel's relationship with Niagara Children's Centre began with speech therapy as a toddler. At age three, he was diagnosed with Autism and started visiting the Centre on a weekly basis. Daniel quickly began to look forward to his time at the Centre, particularly seeing the staff who believed in his unlimited potential and walking the hallways taking in the colourful murals on the walls.



In the spring of 2020, Daniel's Mom, Sarah, began to notice troubling signs of anxiety in her son. She was concerned how life in lockdown's increased sense of isolation and lack of a predictable routine was impacting Daniel. In a very uncertain time, she knew with certainty where she could turn for support.

**“My immediate call to action was to engage his team at the Centre for help and resources because I knew they would provide me with sound advice and tailor any strategies to his specific needs. Not surprisingly, his support team stepped up immediately, sending me resources such as social stories, activities and supportive emails and calls to check in on us. During a time that was incredibly difficult for everyone, the Centre staff didn't miss a beat, and I felt very supported as a parent. I will be forever grateful for the army they have become for Daniel.”**

- Sarah, Daniel's Mom



# Learning and Growing Together

This year offered repeated reminders that we create even more opportunities to learn and grow when we take on challenges as a larger team.



### FORGING STRONGER PARENT CONNECTIONS IN OUR SCHOOL BASED REHAB SERVICES

Although home-based learning presented several challenges to Ontario families in 2020, many parents with children accessing our School Based Rehabilitation Services (SBRS) found an unexpected positive in the shift. Before the pandemic, a parent's involvement in the therapy services their child received while at school was typically limited to updates in letters sent home with their child or conversations with their child's teacher.

As SBRS shifted to a virtual format to accommodate school closures, suddenly, parents had the opportunity to watch the therapy that was taking place and get more involved. Communication improved between schools, teachers, therapists and families as they worked collaboratively to serve each child's therapy needs.

As a result of the positive feedback received from families on this shift, we will continue to offer many of our SBRS therapies through virtual care channels going forward.

### PROGRESS ON WHEELS

Ben is diagnosed with several delays, disabilities and disorders. As his occupational therapy services shifted from in-school to at-home in 2020, his therapist was able to work closely with Ben's mom to get a better understanding of some of the factors contributing to his difficulties with reading, writing, and completing his work at school independently. Seeing that Ben was struggling with some of the assistive technologies he had been using at school, his therapist suggested some alternatives. Through trial and error, Ben, his mom, and his therapist narrowed down a shortlist of assistive technologies that Ben responded well to, including Kinder Keyboard, WordQ and touchscreen typing. They immediately started noticing Ben's increasing confidence in reading and writing.

In discussing other opportunities to support Ben in achieving his goals, his therapist learned that he was eager to learn to ride a bike. Recognizing that this was a skill that could also help with hand-eye coordination, his therapist made a referral for recreation therapy. Ben pedalled his way to great progress toward his goal over the summer and fall of 2020.



## YOUTH FRIENDSHIPS FORM ACROSS CITIES & SCREENS

Niagara kids are forging fast friendships with peers in Ottawa thanks to a creative new program between Niagara Children's Centre and CHEO (Children's Hospital of Eastern Ontario). In 2020, our recreation therapy team introduced a new Youth Social Club. The Club's weekly hour-long sessions encourage clients between the ages of 10 and 16 living with a range of physical, communication and development disabilities to engage with peers. Using the Zoom virtual platform, the group connects to share interests and hobbies related to a weekly theme. Encouraged by the success they were seeing within their own groups, Recreation Therapists at Niagara Children's Centre and CHEO brought their two groups together, connecting youth across the province to create meaningful friendships during a time when connecting with others has been challenging. Using this virtual platform has minimized some of the challenges that environmental barriers of a busy in-person program can create, sparking valuable learning about the rules and cues of social engagement.



**"This motivated group of youth has grown so much through their ability to independently contribute to the conversation using voice, gestures and augmentative communication devices. They've also developed confidence in sharing their opinions and thoughts while developing friendships with peers that they otherwise may not have had the opportunity meet."**  
 - Jaymieson O'Neill, Recreation Therapist

**"The youth social club was a safe place for the children to grow by sharing experiences, and learning new games - all within a virtual atmosphere. So many skills were gained in this social group experience. My son got to see his peer's faces - some he knew and new faces as well. He was able to be completely independent. He really enjoyed that Jaymieson provided a very safe space for a new setting. She gave lots of coaching and praise and prompts so everyone left the new world (Zoom) feeling successful and had so much fun participating."**  
 - Parent Feedback

**"I loved it and it is so much fun to meet kids and make new friends."**  
 - Client Feedback



**“I really appreciated the separate tech help/Zoom 101 session before even starting therapy sessions.”**

**“Our therapist Michelle is the reason ZOOM was successful for my family. She is extremely patient with both my son and I and truly made the whole experience and process less scary. So thank you to the Centre and to Michelle.”**

- Feedback from families

## MAKING ROOM TO ZOOM

Ensuring our clients, families, and therapists felt comfortable and cared for in the transition from in-person to virtual care was an intense, all-hands-on-deck endeavour. To say that our clinical staff “Zoomed into action” is an understatement! Our staff worked in small, coordinated subgroups to develop training materials for both families and therapists.

For families, information and technical guides were developed that explained the use of virtual care and how to maximize its benefits. A “tech check” process was also developed that enabled our telepractice support staff to connect with families ahead of their first virtual visit to ensure they had sufficient access to technology to participate in virtual care, help them select the most appropriate device(s) for the visit objectives, download and practice using our virtual platform, and troubleshoot any hardware and internet challenges. Our telepractice support staff encountered many unique challenges while supporting families such as troubleshooting very

old technology and longstanding router issues, but they almost always found a way to make virtual care possible and ease families’ worries about not having the “technical ability” to take part.

The new learning necessary for our therapists was tremendous. Early in 2020, virtual care had only recently begun to emerge as a model of service delivery for pediatric speech-language pathology, occupational therapy and physiotherapy. As a result, a considerable amount of therapist problem-solving was required to determine how we could mimic the key best-practice components of our in-person assessment and therapy services in a virtual world. Our therapists rose to the challenge by developing countless creative solutions, high tech and low tech, to meet the diverse needs and goals of our clients and their families. They developed high quality technical and clinical guides, materials, webinars, and training sessions for their colleagues and supported each other through the whirlwind learning process.

# Small Actions Drive Lasting Change

Responding to the challenges of 2020 supercharged the efforts of Niagara Children’s Centres’ force of change-makers. While the lockdown may have initially inspired some of these actions, the lessons learned from the new approaches we have tried will continue to serve our organization long after the pandemic has passed.

### NIAGARA CHILDREN'S CENTRE'S NEWEST YOUTUBE STARS

Educational programming for families has always been a priority for the Centre. In addition to a child's in-person therapy appointments, the Centre offers educational workshops for parents and caregivers that enhance their ability to meet their child's (and their own) needs.

Recognizing that having to pause in-person visits due to lockdown restrictions would also limit opportunities for educational workshops, our team found another way to offer their support. Therapists, social workers and our behaviour consultant recorded themselves giving virtual workshops for a range of the Centre's most popular support topics and posted them on our YouTube channel.

Today, the 15 new webinars have been viewed over 675 times and are helping families learn more about essential parenting topics, including:

- WHY LITTLE KIDS WORRY
- WHY WON'T THEY LISTEN?
- TRANSITIONS
- TOILET TRAINING
- MELTDOWNS VS TANTRUMS
- KIDS HAVE STRESS TOO
- MORNINGS AND BEDTIME ARE CHAOS
- STAYING CALM
- MAKING SENSE OF SENSORY PROCESSING
- BUILDING LANGUAGE
- GASTROESOPHAGEAL REFLUX DISEASE

### PARENT TALK 2.0

Our monthly Parent Talk forum has been providing a channel for parents, caregivers and therapists to connect for the past three years. While group gathering restrictions could have been a roadblock for these valuable face-to-face conversations, Jo-Anne Smith and Amber Dyck, the Social Worker and Support Parent who lead the sessions, found a safe way to continue this important dialogue. In October 2020, Jo-Anne and Amber launched monthly group sessions via Zoom meetings and Parent Talk 2.0 was born.

**"We know how important it is for our caregivers and parents to connect with others who relate to their situation, so postponing Parent Talk until we could host in-person meetings again simply wasn't an option for us. Based on the response, we know introducing Parent Talk 2.0 was the right decision for the moment."**

- Jo-Anne Smith, Parent Talk Social Worker

**"Parent Talk was created to remind parents that they are not alone and to give them a chance to connect, process and learn together. Parent Talk 2.0 was our way of adapting to a pandemic to recognize that in the additional isolation, parents still need the outlet and opportunity to support each other. We look forward to being able to resume in-person sessions again one day and are excited to see family engagement expanding with the new parent mentoring program."**

- Amber Dyck, Parent Talk Support Parent



### KICKSTARTING AN EXCITING NEW CHAPTER IN NIAGARA'S EARLY YEARS CENTRE PROGRAMMING

In 2019, Niagara Children's Centre shifted its early childhood programming focus to finding new opportunities to integrate our clients and staff into Niagara's strong network of Ontario EarlyON Centres.

Despite the fact that EarlyON Centres are for children of all abilities, parents of children with disabilities tell us they are often reluctant to participate in their programming. As a result, many of our children miss out on early learning opportunities, making the transition to school more difficult.

Although 2020's emergency orders closed Niagara's EarlyON Centres, continuing to make progress in our partnership was a priority. Working closely with Niagara Region, we took the opportunity to create a unique pilot program offering an EarlyON Centre experience to a small group of our children.

Our six-week pilot program hosted at Seaway Mall's EarlyON Centre was designed to address preschool readiness and therapy goals while encouraging safe and socially distanced interaction between children, parents and therapists. Each of the five families who participated had a dedicated Early Childhood Educator who met them for the 90-minute weekly session. During each session, there was time for parents to join in with their child in activities, as well as time for the therapist and child to interact to give parents an opportunity to network.

The response from both staff and parents was extremely positive, and we look forward to making this type of programming available to more Niagara families in the future.

EarlyON staff feedback:

**"I feel like the children have grown so much."**

**"The children seem to be very comfortable around one another and seem to be building relationships and bonds."**

**"To know what we accomplished in this short time, imagine what we can do with more."**

**"You wouldn't think that just a mere 1.5 hours a week could change a child so drastically, but it did."**

**Catarina is an only child and not in daycare. With COVID-19 looming, she hasn't been on playdates or seen her cousins much at all this past year. When around other children she would be shy, quiet and very independent. At times she would attach herself to me and cry when around other children.**

**The first day we went to the EarlyON program, Catarina stood back and watched the other kids. She smiled and showed fascination in what they were doing but kept to herself. Within 30 minutes, she ran up to me and used words to communicate and said, "Mama so fun!" This for my daughter is huge! She does not always communicate vocally.**

**Every day we went to EarlyON, week after week, she got better and better. To watch her on the last day in the program, she initiated play with other children, she responded to others initiating communication with her, she used her voice, she made noises and at times used words. These are things that at the beginning of the program were unheard of for her."**

- Shyanne, Catarina's Mom







# It's About the People More Than the Place

The events and challenges of 2020 reminded us that as important as the physical space that houses Niagara Children's Centre is, our clients, staff and community members create a one-of-a-kind energy that radiates far beyond our building.

## THE SUPERHEROES WHO COULDN'T BE STOPPED

With five successful years building momentum as one of our Centre's most beloved events, pressing pause on our annual Superhero Run because of group gathering restrictions didn't seem like a good option. Instead, the Centre team got creative to keep the spirit of the event alive while respecting the community safety guidelines that were in place at that time.

We weren't sure how past supporters would respond to a virtual run, but the team behind the event put their hearts into making it a success. Themed t-shirts, medals, swag bags, a passport booklet, contests and family-friendly activities that could be done at home generated excitement amongst registrants. They shared their photos and videos on an event Facebook page to feel connected and the total fundraised was announced in a livestream.

While overall participation in the event was lower than previous years, enthusiasm to support our Centre was at an all-time high.

**“On Saturday morning, I ran 21.11km in support of the Niagara Children’s Centre Superhero Run and Team Alexander. It was an absolutely gorgeous morning and I had a great run! While I was running, I thought about all of the mighty superheroes that I’ve had the privilege to meet at the Centre along with their incredible parents. Some of whom are now very dear friends and an important part of our village.”**

- Sabrina, mom of Centre client Alexander



### THE BIRTHDAY GIFT THAT JUST KEPT ON GIVING

Turning 40 is a major life milestone and Chrissy Sadowski had big plans for a huge birthday bash to mark hers in May 2020. Then COVID-19 hit. Rather than let her big day pass without a celebration, Chrissy looked for an opportunity to turn lemons into lemonade. Since two of Chrissy's four children had received support from the Centre, Chrissy decided to have a little fun directing some birthday bucks its way. Through a series of social media video challenges, family fundraising milestones were quickly smashed, inspiring Chrissy to keep the momentum going with a final 40 km-for-40 years bike/walk/run challenge. While Chrissy initially set out to raise \$5,000, her efforts resulted in over \$12,275 in donations from 132 different donors, including many brand-new Niagara Children's Centre supporters.

IT'S ABOUT THE PEOPLE MORE THAN THE PLACE

# PAVING THE WAY FOR A SAFE RETURN TO IN-PERSON CARE

## CLEANING IS CARING

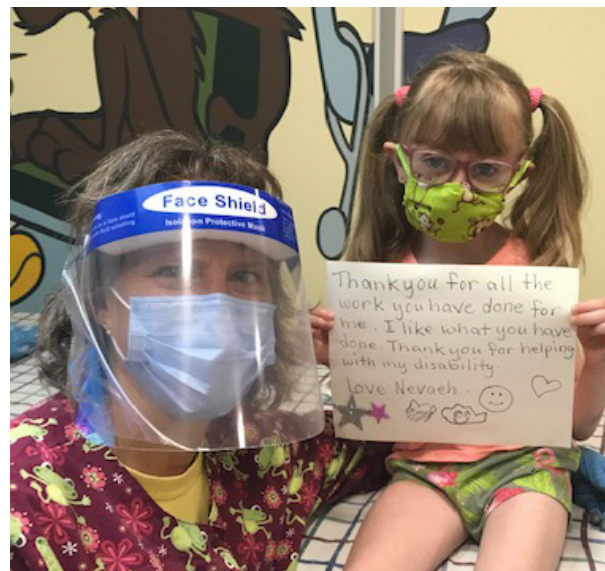
Jodi had only been in her role as day cleaner for a few weeks when everything about her job changed and intensified. Knowing that the risks associated with COVID-19 for many of our clients were even higher than for the general population, Jodi assumed her new responsibilities of managing infection risks within our treatment areas with the utmost care. From completing special training to fastidiously implementing new cleaning procedures, Jodi took on and continues to play a critical role in ensuring everyone can feel safe when they visit our Centre.



## NEW MASKS. SAME CARING FACES.

The use of personal protective equipment was a critical part of our safe return to face-to-face visits. Securing those materials was only a small part of that equation. Ensuring clients felt at ease interacting with the therapists and staff they had known before but whose faces were now covered with masks and shields was a priority for everyone on our team.

The first teams to set the wheels in motion for ensuring clients were both safe and comfortable interacting with staff wearing PPE included our Casting and Splinting Physiotherapists and our Seating and Mobility Occupational Therapists. They quickly illustrated that even a face mask couldn't hide a face that truly cares. For now, masked interactions have become the new normal for staff and clients.



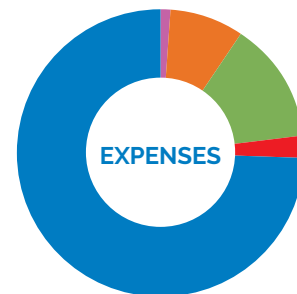
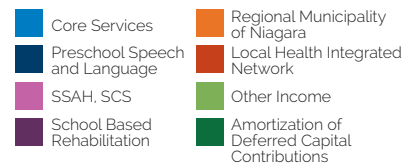
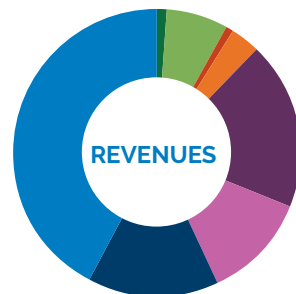
# STATEMENT OF OPERATIONS

YEARS ENDED MARCH 31

REVENUES	Total 2021	Total 2020
Ministry of Children, Community and Social Services		
• Core Services	<b>\$4,132,679</b>	<b>\$4,123,679</b>
• Preschool Speech and Language	<b>1,439,145</b>	<b>1,439,146</b>
• SSAH, SCS	<b>1,163,519</b>	<b>1,060,273</b>
• School Based Rehabilitation	<b>1,833,697</b>	<b>1,967,393</b>
Regional Municipality of Niagara	<b>314,166</b>	<b>431,875</b>
Local Health Integration Network	<b>90,794</b>	<b>77,397</b>
Other Income	<b>656,845</b>	<b>389,000</b>
Amortization of Deferred Capital Contributions	<b>110,726</b>	<b>119,689</b>
	<b>\$9,741,571</b>	<b>\$9,608,452</b>

YEARS ENDED MARCH 31

EXPENSES	Total 2021	Total 2020
Salaries and Benefits	<b>\$7,402,022</b>	<b>\$6,310,792</b>
Building Services	<b>260,641</b>	<b>233,827</b>
Contracted Services	<b>1,407,079</b>	<b>2,450,944</b>
Operating	<b>770,203</b>	<b>811,435</b>
Amortization of Property and Equipment	<b>110,794</b>	<b>119,723</b>
	<b>\$9,950,739</b>	<b>\$9,926,721</b>
<b>DEFICIENCY</b> excess of Operating Revenues over Expenses for the year	<b>\$(209,168)</b>	<b>\$(318,269)</b>
<b>FUNDRAISING</b>		
Contributions	<b>876,869</b>	<b>2,124,650</b>
Salaries and Expenses	<b>(272,409)</b>	<b>(227,742)</b>
	<b>604,460</b>	<b>1,896,908</b>
	<b>\$395,292</b>	<b>\$1,578,639</b>
<b>EXCESS</b> (deficiency) of Revenues over Expenses for the year		



# FUNDRAISING

## FUNDRAISING DOLLARS SECURE 7 NEW CLINICAL STAFF

Fundraised dollars allow us to better meet the diverse and growing needs of children and families in Niagara. We were thrilled to be able to welcome seven new clinical staff members in the fall of 2020. The intention of this staffing addition was to help reduce a growing wait list impacted by the pandemic. The four Speech Language Pathologists, two Communicative Disorders Assistants and one Occupational Therapist hired are helping us serve an additional 710 clients. As government funding was not available to support this much-needed staffing increase at that time, we were incredibly fortunate to be able to access money raised through our fundraising efforts to cover the costs associated with these contracts.

## DONOR RECOGNITION

### \$50,000+

Bell Media

Anonymous - 1

### \$25,000 - \$49,999

Niagara Children's Centre Fund at the Niagara

Community Foundation

### \$10,000 - \$24,999

Stanley & Valerie Caster

Cotton Construction Golf Tournament

Marcella McNamara

Niagara Catholic District School Board

Joseph Olascki Trust Fund at the Niagara Community Foundation

Estate of Lloyd Francis Snider

The Viola-Salter Group

Wise Guys Charity Fund

### \$5,000 - \$9,999

Alectra Utilities

CIBC Wood Gundy, St. Catharines Team

Cla-Val Canada Corp

Estate Of Muriel Jean Etsell

Enbridge Gas Inc

Roman Groch

Susan Howlett

Kiwanis Club of Welland

The Morris & Rosalind Goodman Family Foundation

Ontario Power Generation, OPG

Dr. William Orr Foundation

Pen Financial Credit Union

Rona Inc.

Rotary Club of Welland

Sleep Cheap Charities Reap

BrokerLink

Cooper Wealth Management of RBC Dominion Securities

Evans Heating & Cooling

Oksana & Bob Fisher

Dorothy Harvey

Bryan & Nancy Hermans

Ken & Donna Janzen

Kelly Jones - Desjardins Insurance

The May Court Club of St. Catharines

MNP Ltd.

Susan Mull

O'Hara Trucking & Excavating Inc

Lois Ouellette

Ridley College

Scotiabank

David & Susan Siscoe

St. Catharines Professional Firefighters

Karl & Julie Stobbe

Johannes & Marga Thiessen

Wormald Masse Keen Lopinski LLP

Young's Insurance

Anonymous - 1

### \$1,000 - \$2,499

1833 Asset Management LP

Alectra Utilities

Tony & Rebecca Alfieri

Ron Baerg

Al & Helen Bezuyen



"I support Niagara Children's Centre because it is so vital to our community in helping children to develop and reach their potential in becoming active members of the community. Keep up the great work! Our community needs and appreciates your outstanding efforts, compassion and dedication."

- Lou Biagi

DONOR RECOGNITION

Francis Bierhuizen  
 Boldt Realty Inc  
 Kevin Burtch  
 Club Richelieu  
 Gregory de Prinse  
 John & Lee Delisio  
 Terry & Diane Dick  
 Matthew Dietsch  
 William Friesen  
 John & Lynda Gammage  
 Roman Groch - HollisWealth  
 Algis Jovaisas  
 William Keen  
 Kristina Komljenovic  
 Robert A. Lavelle Memorial Foundation Grant at the Niagara Community Foundation  
 Annalisa Medina  
 Cindy & Derek Mewhinney  
 Niagara Brewery Collectibles Club  
 Niagara Corvette Club  
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**We support Niagara Children's Centre to say thank you to the amazing staff for providing us with the tools and services our son Jacob needed. We want to make sure that the Centre can continue helping the children of the Niagara region."**

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**For over fifteen years, I was part of Bell Media's annual fundraising effort for Niagara Children's Centre. It was amazing the stories that I heard on how this place has had such a profound impact on children and their family's lives. When they asked me to Chair this initiative, I was really enthused to jump right in.**

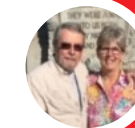
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**"Niagara Children's Centre has been central in improving the quality of life of two of our grandchildren; for that reason it is a cause we wholeheartedly embrace."**

- David & Susan Siscoe

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