

2020-2021

Annual Report



A Message to our community

It was a year like no other! Our extremely passionate and dedicated JMCC community of staff, volunteers, children, youth and their families, donors and community partners all came together demonstrating passion, adaptability and understanding. Together, we ensured the essential services and supports we provide continued safely and effectively. In this report, we are taking the opportunity to celebrate our achievements in 2020-21 and recognize those who made them possible.

As we faced the COVID-19 pandemic, it was crucial for us all to work together and find ways to safely continue to serve our clients and their families. The JMCC team showed positivity, creativity and innovation as we made important adjustments to our facility and to our service delivery model. To ensure safe and in-person services could continue, we increased PPE, added signage promoting physical distancing, increased hand washing stations and adopted many other additional safety protocols. We also completely integrated virtual therapy services as an option for our families and they are now able to choose whether they would prefer in-person or virtual therapy services, or as is often the case, a combination of the two.

We were also dedicated to offering our stakeholders frequent communication of the most up-to-date information as we continued to navigate an ever-changing situation. For our efforts in protecting the health and safety of our staff, our clients and families and our community, we were recognized with a Gold Award from the Windsor Essex County Health Unit. We are so grateful to each and every one of our JMCC team members for their amazing work in making this possible.

Another wonderful achievement by team JMCC was being awarded with Exemplary Standing following a thorough assessment of our services by surveyors from Accreditation Canada. Typically, these surveys take place on-site. However, this year a unique, hybrid model, including both virtual and on-site portions, was necessary and of course team JMCC was ready to step up to this challenge!

We participate in accreditation because we understand that both the highest quality of care and safety matter to our clients and families, to our staff and to our entire community. Accreditation challenges us to meet national standards of excellence, and to continually improve. Receiving Accreditation with Exemplary Standing is a real testament to the fact that quality and safety are a priority as our team works to support children, youth and their families each and every day.

At JMCC, we are inspired daily by each and every family we support and are dedicated to continuing to help children and youth reach their full potential and grow their abilities. Together, with our entire JMCC community, we are working towards a future of participation, acceptance and opportunities for all.



VINCE LAFRAMBOISE
Board President,
John McGivney Children's Centre



JESSICA SARTORI
Chief Executive Officer,
John McGivney Children's Centre

OUR MISSION

The John McGivney Children's Centre provides family-centred holistic care to the community, enriching the lives of children and youth with special needs by helping them reach their full potential.

OUR VISION

We are a centre of hope, support and inspiration for children with special needs and their families; working together toward a future of participation, acceptance and opportunities.

OUR CORE Values

Accountability

We accept responsibility for our actions and decisions and demonstrate commitment to accomplish work in an ethical, efficient and cost effective manner.

Collaboration

We work together as an organization with families and our partners to support and achieve shared goals in the best interest of children, families and the community.

Quality

We provide services that meet the emerging needs of our clients and seek new opportunities to improve services.

Resourcefulness

We apply creative, innovative and collective knowledge to find answers for opportunities and challenges.

Respect

We value diversity and equity, and treat people with fairness, courtesy and impartiality.

Transparency

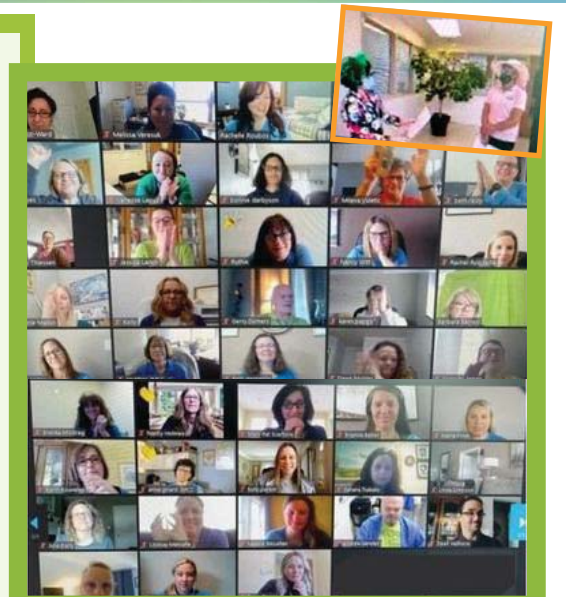
We operate in a manner that makes it easy for others to appreciate and understand our actions as an organization.

WHAT A YEAR! WAY TO GO TEAM JMCC!



ACCREDITED WITH Exemplary Status

JMCC received "Exemplary Standing" from Accreditation Canada following a thorough assessment of our services by surveyors from Accreditation Canada. We are committed to quality and safety in the delivery of our services and continuous improvement is integrated in our everyday practices. Therefore, we voluntarily participated in this Accreditation Canada review as an important exercise to ensure we are continuing to provide the highest quality services safely to children and youth with special needs and their families in Windsor and Essex County. Accreditation Canada surveyors reviewed JMCC's delivery of family-centred services, quality management, health and safety, human resources, communication, physical environment, and more. Receiving a result of Accredited with Exemplary Standing means that JMCC successfully met 95 per cent or more of nearly 1000 criteria reviewed, and also met all of the Required Organizational Practices (ROP) reviewed throughout the survey. This designation from Accreditation Canada lasts for four years.



JMCC celebrated our Accreditation with a virtual awards ceremony for our staff!

Tree of Possibilities Fund

When we work together, anything is possible! In December 2020, the Centre launched the Tree of Possibilities Fund. This Fund supports project ideas developed by JMCC staff, in partnership with JMCC families and each funded project is designed to benefit clients and families. We are proud to share two success stories from our Tree of Possibilities Fund.

The first project funded by the Tree of Possibilities Fund was the design and production of white board fridge magnets to help families easily keep track of their child's therapy team and their contact information. This idea was brought forward by one of our Family Advisory Council (FAC) members and the design was completed by JMCC staff.

The second funded project is aligned with JMCC's commitment to inclusion, diversity, equity and accessibility and involves the translation of our intake and service forms into more languages. So far, the forms have been translated into Arabic. This idea was spearheaded by our service navigators and they partnered with one of our FAC members who speaks Arabic to ensure that the translated documents are family-friendly and accurately reflect the intended messaging.

The Tree of Possibilities Fund continues to fund projects at JMCC and we look forward to seeing what other great ideas come forward!



Healthy Workplace Award

JMCC was among 31 workplaces to receive a 2020 Healthy Workplace Award from the Windsor Essex County Health Unit. These awards were tied to organizations' responses to the COVID-19 pandemic and navigating unprecedented times. JMCC received a Gold Award for many reasons including:

Key Highlights:

- ★ Utilizing a mixture of face-to-face and virtual services
- ★ Workspace modifications
- ★ Providing frequent communications update to stakeholders, including video updates to families



JMCC by the Numbers

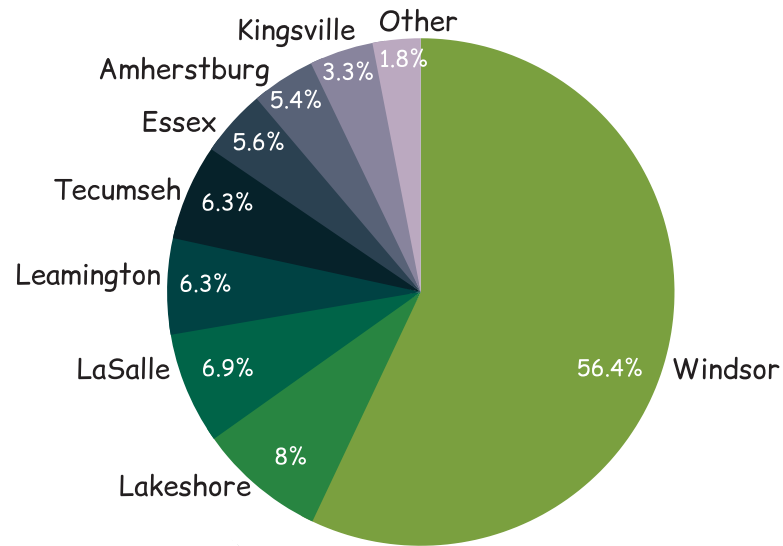
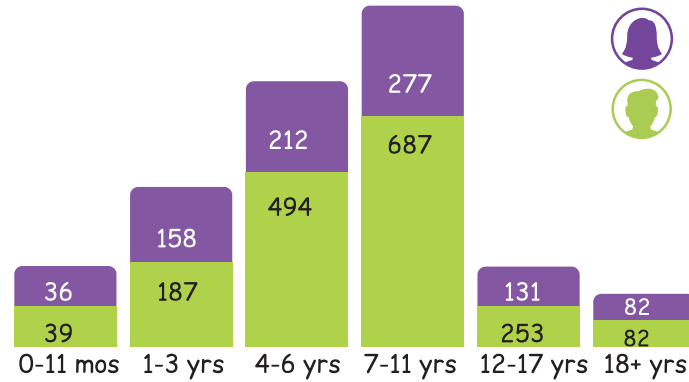
29,520 HOURS OF CLIENT SERVICES

618 NEW UNIQUE REFERRALS

2551 INDIVIDUALS SERVED

17,460 TOTAL VISITS

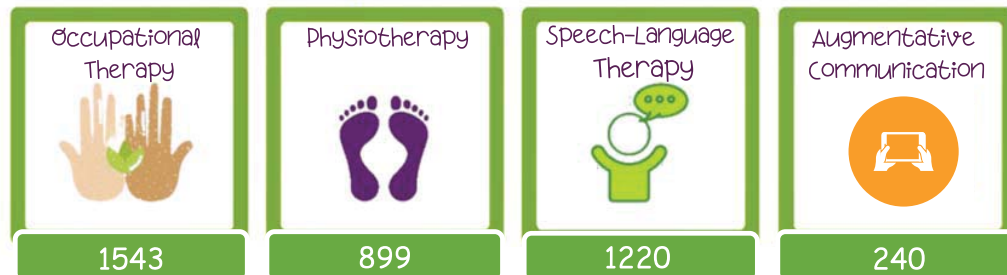
Client Demographics



These numbers represent the individuals served by our organization for therapy services and the clinical staff that support these individuals. In addition to these services, we provide other specialty clinics as well as support to children with a diagnosis of Autism, in partnership with Thames Valley Children's Centre. These numbers are reflective of our services from April 1, 2020 through March 31, 2021.

Services Overview

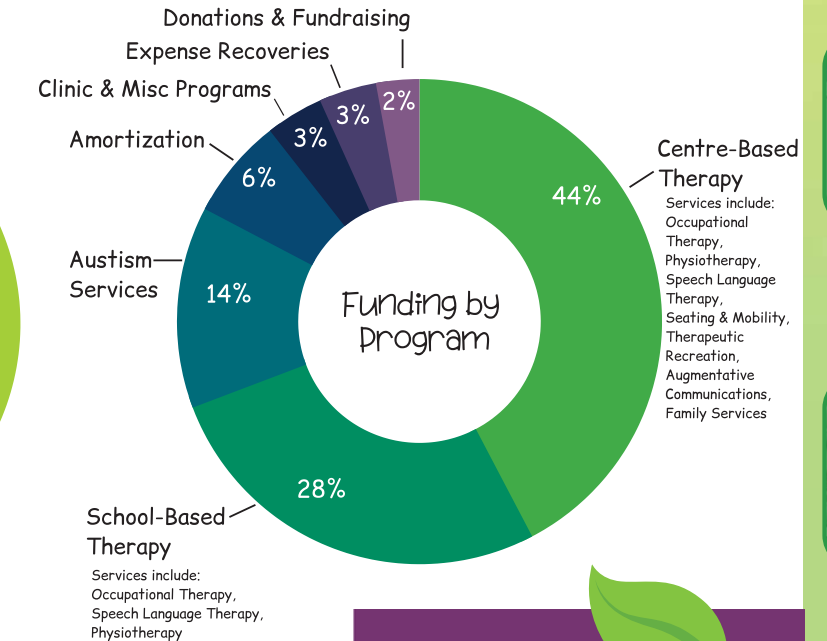
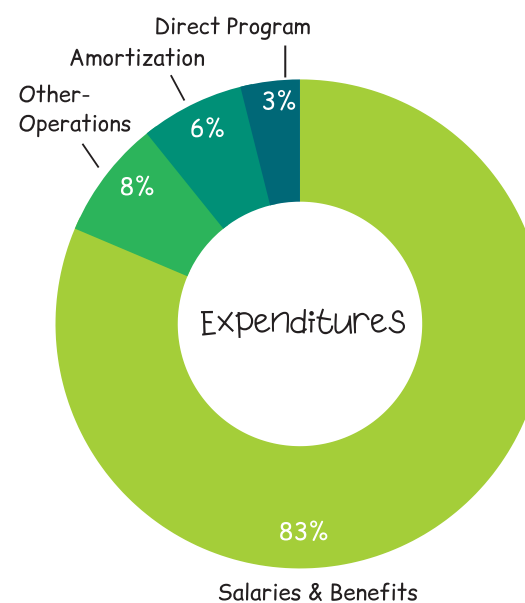
Our clients may receive one or multiple services through the Centre. The numbers below illustrate how many clients received each of our services in 2020-2021.



John McGivney Children's Centre Statement of Operations Year ended March 31, 2021

	2021	2020*
Revenues		
Centre-Based Therapy	\$ 3,744,329	\$ 3,726,011
School-Based Therapy	2,398,010	2,416,359
Autism Services	1,192,430	1,279,918
Clinics & Misc. Programs	262,715	421,142
Expense Recoveries	238,081	234,509
Donations & Fundraising	152,926	562,992
Other Income	1,849	5,154
Amortization of Deferred Capital Contributions	477,820	558,799
	<u>8,468,160</u>	<u>9,204,884</u>
Expenses		
Compensation	7,038,378	7,152,871
Direct Program	234,697	279,266
Other - Operations	715,696	733,460
Amortization of Property & Equipment	471,179	549,524
	<u>8,459,950</u>	<u>8,715,121</u>
Excess of Revenues over Expenses for the year	8,210	489,763

*Re-stated in 2021, please refer to the Audited Financial Statements
 **Auditors: KPMG LLP, Windsor
 ***A complete set of audited financial statements is available upon request



Team JMCC

We're extremely proud of team JMCC for their patience, understanding and adaptability as we've navigated the COVID-19 pandemic. Each and every member of our team has tackled this year with positivity, creativity and innovation in order to best support our clients and their families.



Service Delivery

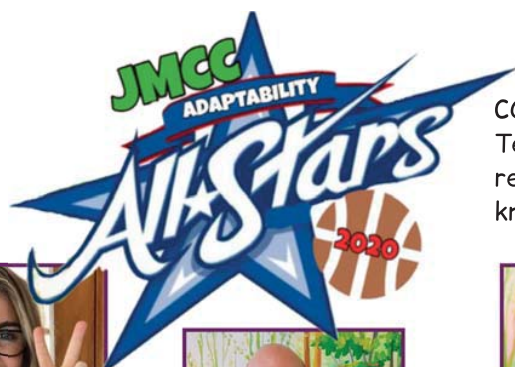
In order to protect the health and safety of our clients and their families, our staff, and our community in the wake of COVID-19, JMCC had to make the quick transition to be able to offer virtual therapy services to our clients. Families are now able to choose whether they would prefer in-person, or virtual therapy services and often they choose to receive a combination of the two. We are proud to be able to offer our families this flexibility and allow them to choose the best and safest option for their families.



JMCC clinicians created 46 videos featuring fun ways to work on therapy goals with therapeutic benefits for JMCC families, teachers and our community.



Together with our families as well as our partners from our local school boards, JMCC is able to offer individual as well as group virtual therapy services to families. Our website and social media pages continue to be updated with resources and videos for families to continue to work on therapy goals at home.



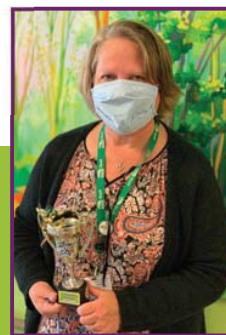
COVID really threw us a curveball....and we all had to adapt! Team JMCC did an amazing job and in October we decided to recognize some of our Adaptability All-Stars who really knocked it out of the park during these challenging times!



Glee Master
Mallory "Made it Rain" happiness for our kids and families!



Trailblazer
By creating new processes and/or events to support team members, Gerry "Scored"!



Power of Positivity
Sharing optimism with team members, Anita was "On the ball" in her own special way!



Above & Beyond
Doing anything and everything, Shaun "Jumped through Hoops" to assist the whole team!



Clever Connector
Kris "Slam Dunked" by creating new ways of staying connected with the JMCC team and families!

Safe & In-person



Team JMCC is proud of being able to provide our services in the best and the safest way possible to our clients and our families. This involved some driveway and garage visits for equipment adjustments.

Through modifications to our building and in-person service delivery model including increased PPE, added signage promoting physical distancing, increased hand washing stations and many other additional safety protocols, safe and in-person services were offered individually throughout the year and in groups when public health guidelines allowed.

JMCC Kids

in the spotlight!



Lawi

Age: 6

What makes me happy:
My toys- the thing I like most
in the world is my lightsaber!

Why I love JMCC:
They help me with my AFO's (braces)
and with my problems. They are like
fire fighters and ambulance staff
all rolled into one!



Rama

Age: 11 years

What makes me happy:
My new baby sister,
playing with my family,
going to the park and eating
my favourite foods (rice).

What JMCC means to me:
It is my second home. I love it!



Autumn

Age: 4

What makes me happy:
Playing with my
sisters, animals
and going camping.

Why I love JMCC:
I love my OT and PT...and I love to
do activities during therapy!

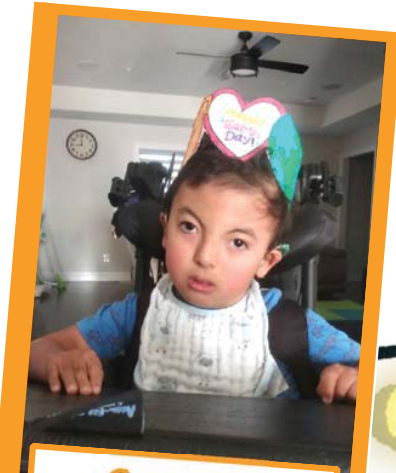


Josiah

Age: 4

What makes me happy:
My friends, my family and
playing with my toys and books.

Why I love JMCC:
It is my favourite place and
my second home!!



Seiya

Age: 5

What makes me happy:
Tickling, walking and wrestling
with my daddy and big brother.

Why I love JMCC:
I've come so far and have so many
friends thanks to the love and
support of JMCC. I wouldn't be the
big boy I am today without you!



Lily

Age: 4

What makes me happy:
I love dancing and
listening to music.

Why I love JMCC:
I am happy with all the help and
support from JMCC!

OUR GRACIOUS Donors

We are pleased to acknowledge those who have contributed \$100 or more to John McGivney Children's Centre during our fiscal year from April 1, 2020 to March 31, 2021. As we respect the request of some donors to remain anonymous, not all contributors have been listed below.

Companies/Organizations

Canadian International Avenues Ltd.	Unifor Local 444
Canadian Tire	United Way Centraide
Clearwater Animal Hospital	Windsor & Essex County Skilled Trades Council
Freed's	Windsor Essex Catholic District School Board
Kaspardlov & Associates	Ecole Secondaire Catholique E.J. Lajeunesse
Plains Midstream Canada	Dowler-Karn Limited
Salter Farms	University of Windsor
Sylvestre Enterprises	Canadian World Education Foundation
Tim Hortons Advertising and Promotion Fund Inc.	Charles and Ethel Cohen Family Foundation
Tina Medford Insurance and Financial Services Ltd.	Community Foundations of Canada
Epworth United Church Women & Mrs. Margaret Stevens	PayPal Giving Fund Canada
Islamic Circle North America-Sister Windsor	Solcz Family Foundation
Rotary Club of Windsor (1918) Fdt.	The Scott Family Foundation & Benefaction Foundation
	Windsor Essex Care for Kids Foundation

Individuals

Mayce Alkassab	June Girardin	Frances Peters
Anne Anderson	Sue Grant	Isa Petracco
Marie Bailey	John & Marie Guthrie	Daphne & Duane Pickle
Giselle Baillargeon	Joy Hamilton	Austin & Terry Pillon
Jacob Beneteau	Florence & George Hargraves	Shawn Pret
Phil & Pam Bezaire	Elizabeth Haugh	Corinne Puglia
Bruno & Margaret Bortolotti	Christina Henricks	Stephen & Constance Richards
Martha & Carl Boyle	Donald Hewitt	Richard Rivard
William Bryant	Richard Kennedy	Brenda Roberts
Grace Buckman	Lin Kepron	Keith Robertson
Anna Byrne	John Knoll	Michael & Susan Rock
Denise Byrne	Gary & Jane Komar	Donna Roemmele
Maureen Byrne	Leanne Krieger	Jason Rogers
Lucy Chevalier	Lubica & Bohuslav Krizanovic	Giulio Rossi
Miro & Tracey Coco	Mike Kuchmistrz	John Rossi
Allan Cohen	Larry & Patricia Loebach	Kathy Rousseau
Cynthia and Helen Connell	Sharon Lott	Sylvia Rushmere
Evelyn Connell	Frank Lovrecich	Anne Safranyos
Sylvain Cote	Jack MacRae	Debra Salter & Roger Salter
Jenna D'Alimonte	Richard McCarthy	Jessica Sartori
Karel Degraaf	Debbie McGivney	Christopher Sauve
Marvel Denomme	Patricia McGivney	Sue & Karl Schwarzepech
Marc Di Domenico	Terrance & Elizabeth McHugh	Scottish Rite Charity Bingo
Joan Drohan	Sister Sheila McKinley	Joseph & Elhama Shaban
Wendie Dupuis	Maurice & Dianne McVitty	Martin Solcz
Claire Ehman	Mary Ellen Meloche	Michael & Doreen Solcz
Jonathan Elcombe	Agostino Menna & Lise Menna	Joe Stasko
Bruce Fenn	Margaret Mongeau	Ann Steiner
William Frank	Melanie Muir	Matthew Tyler
Danielle & Greg Friest	Kevin & Patricia Mulvey	Giovanni Vilella
Mary-Ann Fuduric	Jerrett Munro	Karen Vukin
Andrea Fyall	Betty Ouellette	Wayne & Ethel Walsh
Joshua & Eva Gaul	Paola Palazzolo	George & Judy Ward
Barbara Geiger	Stephen Payne	Peter Wares
Nancy Gignac	Arla & Michael Peters	Bruce Wheatley

Board of Directors

- Vince Laframboise, President
- Ken Kapustiak, Vice-President
- Elizabeth Haugh, Past-President
- Stephen Richards, Treasurer
- Danielle Campo McLeod
- Allan Cohen
- Joanna Conrad
- Patti Lauzon
- Kevin Matte
- Gina Pittman
- Kathleen Roberts
- David Sundin
- Jessica Sartori, Secretary

Family Advisory Council Members

- Sue Alkass-Mandolfo
- Cynthia Connell
- Robyn Cook
- Maria Coppola
- Ahmad El-Morad
- Kevin McShan
- Sheila Ruggaber

A bright future beckons. The onus is on us, through hard work, honesty and integrity, to reach for the stars.

-Nelson Mandela

SUPPORT FROM OUR Generous Community



The Adventures of Timmie Smiles!



We were extremely thrilled and honoured to have been chosen as the joint recipients for funds from the 2020 Tim Hortons Smile Cookie Campaign together with W.E. Care for Kids. It was a wonderful week filled with community spirit where everyone came together to support children, youth and families in Windsor-Essex. In total the campaign raised over \$170,000, with over \$85,000 going to each organization.



We are extremely grateful to Plains Midstream for their continued support of our Centre and the work that we do. Regular supporters of our Superhero Fun Day which did not run this year, they chose to support our virtual programming this year instead.



We welcomed representatives from the University of Windsor Science Society in the Fall of 2020 to accept their generous donation from their charity ball which took place in February 2020. Their fundraising efforts leading up to and from that awesome event raised \$12,000 for our Centre!



JMCC kid Helen organized a Halloween bake sale with her piano teacher to raise funds for JMCC. We are extremely proud of Helen for her philanthropic spirit and grateful to all who purchased some sweet treats to support JMCC.



The BASF Windsor Paint Plant implemented a monthly donation initiative & we were extremely thankful to have been chosen as the recipient for March! BASF tied this donation with their on-site Exposure Reduction Process (ERP) which empowers employees to complete peer-to-peer safety observations. For every observation completed, money was added to the donation. We are extremely grateful to the entire team at BASF Windsor for supporting JMCC & the work that we do!



Helping Abilities Grow

3945 Matchette Road
Windsor, Ontario N9C 4C2
T: 519.252.7281
Toll Free: 1.800.976.JMCC
F: 519.252.5873
www.jmccentre.ca

