



Annual Report

2022 - 2023

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BC Centre for Ability is proud to be CARF Accredited, and to be recognized as one of BC's Top Employers for 2023, and by The Career Directory, as one of Canada's Best Employers for Recent Graduates.

BC Centre for Ability (BCCFA) has been delivering quality services for children, youth and adults with disabilities and their families since 1969. We are the largest community-based provider of child development services in BC and are considered provincial leaders in our field.

We were founded with the goal of creating inclusive communities and a sense of belonging. We use approaches that are compassionate and evidence-based. We serve clients across the lifespan; helping families enhance their child's development and inclusion in the community, supporting families in successfully navigating life transitions, and providing adult clients with vocational training and connections to meaningful employment. We consistently receive high accreditation scores for the quality of our services, our dedication to client and family-centred care and our opportunities to provide feedback, in our client experience surveys. Our commitment is to provide outstanding support and to ensure positive outcomes for each client and family we serve.

Our programs provide support to children, youth and adults, through a variety of services, including Occupational Therapy, Physiotherapy, Speech-Language Pathology, Social Work, Supported Child Development, and Employment Services. We provide services throughout our community – at schools, parks, public spaces, or one of our four locations in the Lower Mainland.

Internally, we aim to create a workplace that is supportive, encouraging, fun, and engaging. We are dedicated to nurturing a healthy workplace culture and consistently engage staff in surveys and opportunities to provide feedback on how we can improve. We pride ourselves on our ability to attract and retain talented, knowledgeable, hard-working, and passionate professionals.

Through the collaboration of our staff, clients, families, caregivers, and the broader community, we are able to achieve the best possible outcomes for the clients we serve and

foster inclusive communities where every person thrives at all stages of life.

| About Us



Vision

Inclusive communities where every person thrives at all stages of life.

Mission

To lead in the design and delivery of community-based services for persons with diverse abilities.

Values

Hope: We help clients and families see hope for the future.

Kindness: Kindness and empathy form the basis of every interaction.

Collaboration: We work together as staff, clients, members and communities to build on our strengths and achieve the best possible outcomes.

Innovation: We are creative risk takers who relentlessly seek to improve and excel.

Family Centred: We honour and respect the unique needs and preferences of our clients, celebrate our diversity and ensure that clients, families and caregivers are at the centre of everything we do.



BCCFA staff on Pink Shirt Day, February 2023.

| Letter

from our Executive Director, Association Board President and Foundation Board President

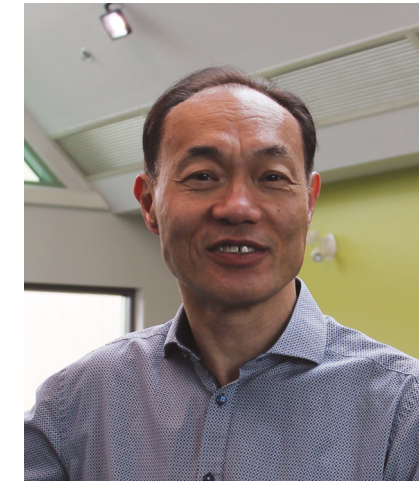
2022 was a year of re-emergence for BC Centre for Ability. We came through a phase of the pandemic that saw us being able to work, connect and serve our community in a manner that better met the needs of our clients. Moving forward, we were able to hold on to the innovative practices and technologies that were born through the early phases of the pandemic and emerged stronger. We have strengthened our Boards, governance and leadership team, our systems and operational processes, our services to clients, families, and community, our employee work experience, and our leadership provincially across all sectors. We adapted, shifted and used this extended period of adversity to sharpen our focus on each other, the vision, mission, and values of the organization, and the critical role we play in the health and well-being of the people and communities we serve.

For the third year in a row, we were named one of BC's Top Employers, joining a very impressive list of companies and organizations provincially that create exceptional experiences and workplaces for staff to learn, grow and thrive personally and professionally. The Centre was also the runner-up for the 2022 Employer of the Year Award presented by the Greater Vancouver Board of Trade. In a time when many are leaving the sector, or where recruitment has become evermore challenging, we are creating a compelling case for the talent in our community to choose the Centre. We aim to set ourselves apart as a place to start, grow or end careers, feel celebrated and valued, and do important, compelling work.

This past year was also a year where we were able to grow our impact in several ways. First, our Richmond office moved to a new location, where we are co-located with the YMCA at Sprouts Early Childhood Development Hub. The Hub is a beautiful, new city-owned building aiming to create an ecosystem of child development services for children and youth in Richmond. Next, we are proud to announce our partnership with Sunny Hill and their BC Autism Assessment Network (BCAAN). Through this partnership in 2022, we trained two Speech and Language Pathologists and hired a Developmental Pediatrician to complete autism assessments for children on the provincial waitlist. This partnership will increase capacity for assessment in the community by allowing community organizations like ours to administer these assessments; and therefore, limiting disruption to services, streamlining processes for families as they navigate these systems, and more importantly, reducing waitlists. Finally, we are proud to be partnering with Set BC to expand our occupational therapy services in schools with a focus on assisted technology and communication.



Joshua Myers MSW, RSW
Executive Director



Desmond Ng
Foundation Board President



Albert Chow
Association Board President

We are grateful for the ongoing and generous support of our donors and corporate partners who, once again, helped us exceed our fundraising target by 8%. We were thrilled to be able to re-open the doors of our Centre in 2022 to donors and partners who have contributed to the Centre through the pandemic and help them see the impact of their contributions in real-life. Their contributions over the last three years have been instrumental in our clients getting continuous access to services, achieving developmental milestones, gaining access to training, obtaining employment and experience in the labour market, and changing the trajectory of people's lives.

2022 has been a year full of challenges as we have transitioned out of the acute pandemic phase, but it has brought renewed confidence in what we are able to achieve together, as well as a sense of hope and optimism for the future. We look forward to continuing to work with our clients, donors, community partners and funders to improve the lives of people with disabilities across this province and towards our vision of inclusive communities where every person thrives at all stages of life.

New Space in Richmond, BC

In January 2023, BCCFA began operating out of the Sprouts Early Childhood Development (ECD) Hub in Richmond. This new space has allowed us to expand upon the leading-edge, community-based services, that we have provided in Richmond over the last 30 years, by connecting with the City of Richmond's innovative ECD ecosystem. We have also been able to increase our availability of on-site occupational therapy, physiotherapy, and speech and language pathology services for children in Richmond while strengthening our connection with the complimentary supports and resources offered by the YMCA.



Greater Vancouver Board of Trade Finalist

BC Centre for Ability was named as a finalist for the Greater Vancouver Board of Trade 2022 Employer of the Year award – an award that recognizes businesses that have gone above and beyond to set themselves apart in the Greater Vancouver region.



BC's Top Employer Designation

For the third year in a row, BC Centre for Ability was thrilled to achieve the designation of one of BC's Top Employers which recognizes the British Columbian employers that lead in their industries in offering exceptional places to work. We were also named one of Canada's Best Workplaces for new graduates in 2022.



Client Portal Launch

In May 2022, we launched our new client portal through Salesforce. This client portal will give families in our Early Intervention Therapy (EIT), Supported Child Development (SCD), School Aged Therapy (SAT), Family Counselling, Key Worker, Community Brain Injury (CBIPCY), and Stepping Stones Programs the ability to: receive and share documents in a safe and secure way, view their child's goals and current status, easily access relevant articles, and see our Inventory Library for resources: toys, books, adaptive equipment, etc. (EIT, SCD and SAT only).

Acquisition of SETBC Occupational Therapy Services

In 2023, we acquired a new partnership with BC Ministry of Education and SET BC - a non-profit that provides equipment and assisted technology to students with disabilities. Through this partnership, we offer occupational therapy services - assessments, services and resources - to help students with disabilities identify and access helpful equipment and technology. Training is then provided to the student, family and school staff on equipment and technology use to support inclusion and accessibility.

Sunnyhill Expanded Autism Assessment Program

BCCFA has partnered with BC's Children's Hospital and Sunny Hill Rehab Centre to implement BC's first public sector autism assessment program, outside of BC Children's Hospital. This community-based program allows children who are likely autistic to access assessments within the community where they already receive services. Through this program, we have been able to provide families, who were previously on a two-year waitlist, with free, publicly funded assessments more quickly. Services are delivered by a Developmental Pediatrician and BCCFA Speech and Language Pathologist, trained by BC Children's Hospital to complete the assessments. Our goal for the coming year is to expand the number of assessments we complete to 30 and expand the regions where assessments can be provided.



Centre Highlights

Launch of Rural Remote Physiotherapy Service

As the largest community-based child development centre in BC, we take seriously the responsibility and opportunity that being based in an urban centre offers us in terms of providing support to the rest of the province. In 2022, in response to BC's critical shortage of allied health professionals in rural and remote communities across the province, we launched our rural outreach and virtual therapy team. This team includes two Physiotherapists, an Occupational Therapist and Speech and Language Pathologist. This team is based in the Lower Mainland, but provide exclusive virtual consultations and therapy to northern remote communities as well as once per month outreach support for one week in the communities of Prince Rupert, Haida Gwaii, Terrace and Smithers. This is a great way to be able to provide services to children who otherwise wouldn't have access, and it provides an opportunity for our staff to benefit from being based in an urban setting. Additionally, our staff are experiencing rural practice, expanding their networks, getting unique cultural experiences, and hopefully encouraging them to consider full-time, rural community practice.

Meet Emma!



Emma joined the Centre in October 2022 as a Physiotherapist in our Early Intervention Therapy program, which supports children 0-5 years old. She also works with the North-West Child Development Centre, providing outreach services to families in the Vanderhoof and Fort St. James areas.

What makes you proud to work at BCCFA?

"I'm proud to work at an organization that is implementing new initiatives to better serve families across the province. It has been exciting to be involved in the new outreach program because it has given me a better understanding of some of the challenges surrounding access to pediatric services, but also because it is an incredible example of how BCCFA is prioritizing working with other leaders in the pediatric field to address some of these challenges. The leadership team has also been very open and responsive to feedback, to ensure that this type of initiative can be sustainable for therapists who are travelling, and for the communities they serve."

What do you love about your work?

"It is so rewarding to be able to provide services in the community. There's nothing quite like seeing a child reach a new goal at daycare with their peers cheering them on, or arriving at their home to see them practicing their physio exercises in front of an audience of stuffed animals (and proud parents)."

I also love working at BCCFA because of the great colleagues I've had the chance to collaborate with. Both in Vancouver and up North, the teams are great at checking in and ensuring we are providing truly comprehensive and family-centred care, and supporting each other's learning. Having great colleagues also makes for fun after-work activities, like cross-country skiing with my Occupational Therapist counterpart, Nadine, in Vanderhoof!



Centre Highlights

Supporting our Community Through Fundraising

Funding and support beyond our existing programs and services, made possible by the BC Centre for Ability Foundation.

Marpole Adaptive Soccer Program

The Marpole Adaptive Soccer Program is a program that fosters inclusion in team sports for children with disabilities. In less than a year, the program has supported over 75 children with disabilities, including intellectual disabilities, down syndrome, autism, ADHD and cerebral palsy. Their goal for the Spring/Summer 2023 season was to expand the soccer program to reach more kids in the community who would have otherwise experienced barriers to playing a team sport. The program will supply adaptive equipment, including sports wheelchairs, and offer games and activities that can easily be adapted to a wide range of bodies and disabilities. BCCFA is a proud supporter of the program and has helped fund adaptive equipment purchases.



Family Bursary Fund

Our Family Bursary Fund was recently created as a means to support BCCFA families who are facing exceptional financial circumstances or are ineligible for other community grants. Donations made in support of this fund will help us create an internal grant program, to then offer support to families in various ways and help cover equipment or service-related costs. Through this fund, we hope to bridge costs for families in need of extra support, especially in cases where other funding is unavailable, costs are unexpected or out of budget, or when support is urgent.

Gross Motor Clinic

The Gross Motor Clinic provides an expansion of physiotherapy services available to children and their families. This clinic allows for more children and families to receive the physiotherapy support they need. The main goal is to support the motor development of children from 0 to 5 to empower them and their families to achieve their movement related goals.

- In the 2022/2023 Fiscal Year, we raised over \$350,000, exceeding our fundraising target by 8%.



Lanyard beading event hosted by BCCFA's Diversity and Inclusion Committee in June 2023, in honour of Pride and Indigenous History Month.



Program Overview

Adult Services

Program Name	Description
THRIVE	Assists youth with diverse abilities in building vocational and employability skills, through one-to-one coaching, mentorship, advocacy, and direct connections to employers.
WorkBC	Assists individuals in accessing job search resources, employment planning, skills assessment, training, work experience opportunities, and more.
Opportunities Fund	Assists people with disabilities to prepare for, obtain, and maintain employment.

Children & Youth Services

Program Name	Type of Service	Description
Early Intervention Therapy (EIT)	Occupational Therapy Physiotherapy Speech-Language Pathology Social Work	Provides community-based services for children from 0 to 5 years of age who have, or are at risk of having, a developmental delay.
Supported Child Development (SCD)	Consultation	Helps families with children who need extra support to access inclusive childcare.
Community Brain Injury Program for Children & Youth (CBIPCY)	Service Coordination	Coordinates short-term community-based rehabilitation and support for children and youth, following a brain injury.
North Shore School Occupational Therapy	Occupational Therapy	Provides school and community-based services to students with support needs in the North and West Vancouver School Districts.
Family Counselling Support Services	Social Work	Provides support to families following a new diagnosis, during life transitions, or caring for one or multiple children with complex medical needs.
Provincial Complex Medical Respite Support Services	Social Work	Offers respite support for families and children in BC with complex health conditions.
Key Worker	Social Work	Provides support to children and youth with Fetal Alcohol Syndrome Disorder (FASD), Neonatal Abstinence Syndrome, and Complex Developmental Behavioural Conditions (CDBC).

| Early Intervention Therapy

Teddy is a smiley, happy four-year-old who enjoys being silly with his friends and family. Teddy has hydrocephalus, which requires a VP shunt, and vision loss. Together with his family, he enjoys life to the fullest. Teddy has excelled at preschool this year, making friends who he loves to hug!

Teddy and his family started working with the BC Centre For Ability when Teddy was about six months old. They currently access physiotherapy, occupational therapy, speech and language therapy, and supported child development services. This support has helped Teddy progress with all of his skills, while also helping the family adjust to the challenges of having a child with extra support needs.

Teddy has learned to walk using a Pacer walker, and can also walk with his hands held – when he wants to! Teddy feeds himself finger foods (his favorite food is chips!) and is starting to use the toilet. Teddy loves playing word games and making silly noises. Teddy communicates when he is unhappy by saying “no” or “doesn’t want” and is starting to say “ya” when he wants something. He enjoys being with his friends at preschool and will now sometimes say, “I don’t want to” when it’s time to go home!



The Early Intervention Therapy program (EIT) is a community-based service for children from 0 to 5 years of age with diverse abilities. The program supports children and their families living in the Vancouver, Burnaby, Richmond and North Shore regions. The program includes Occupational Therapy (OT), Physiotherapy (PT), Speech-Language Pathology (SLP), and Social Work (SW) services that enhance each child’s development and promote participation in all aspects of their lives. Appointments occur in the home, at our BCCFA offices, or other community venues based on goals for the session.

Program Highlights

- **Number of clients served: 1,312**
- Referrals increased by 13%
- Joined the Sprouts Early Childhood Development Hub providing Richmond families with clinic space in their home region
- Updated the EIT website to make it easy for families and community partners to learn about services
- Conducted a pilot project evaluating referrals from SLPs to the Autism Spectrum Diagnosis program.
- The SLP department hosted groups focused on narrative language skills and to enhance augmentative and alternative communication (AAC)
- Participated in UBC MOT program research project “Autism spectrum disorder: Exploring early feeding challenges”
- Occupational Therapy workshops were offered online to allow families to access when convenient
- 94% of families reported that they were involved in developing the goals, strategies and service plan in the 2022/2023 Client Experience Survey
- Partnered with the Northwest Child Development Centre in Vanderhoof to share physiotherapy services and provide outreach support
- Integrated the F-words of childhood development into our family goal planning to allow families to create a strength-based plan for their child and family

| Supported Child Development

Our Supported Child Development (SCD) consultants help families with children who need extra support to access inclusive childcare. The consultants work with families to design support for children's individual needs, and consult with daycare, preschool, and out of school care programs to help them develop inclusive principles and practices that enrich all children's experiences. The Ministry of Children and Family Development (MCFD) funds this program.

Program Highlights

- **Number of clients served: 1,553**
- Shift to one initial intake consultant for all families in Vancouver and Burnaby and Centre-wide consents streamlined the intake process and improved the onboarding experience.
- 97% of families surveyed reported they were able to receive services in their preferred language.
- More than 1600 educators trained annually and this past year 100 participants, including our SCD consultants, participated in 'Becoming a Behavioral Detective – Understanding and Supporting Complex Behaviour' Education Series by Kim Barthel.
- 94% of childcare staff surveyed reported they have gained knowledge from the strategies and suggestions provided by their SCD consultant.

“ *Having our son in a supported daycare space has been a game-changer for our entire family. Both parents are now able to work and still have time to manage other family/ household needs. Most importantly, our son is in a safe and supported environment where he is thriving and happy!* ”

Parent of a child in the SCD Program



Brayden attends Parkcrest Preschool where the staff have taken a relationship-based approach to inclusive childcare. Staff connect and build relationships with the children in their program. This approach has helped to cultivate a sense of safety and security for Brayden, a child with autism.

Brayden has also benefited from social coaching, which involves a social storybook on play entry that uses his own photos, designed by his SCD consultant. The preschool staff have reviewed this storybook and use it to model for him how to approach his peers. They also model turn-taking for Brayden, by using a sand timer.

The preschool uses a variety of strategies to help Brayden feel safe and cared for, including small group pretend, or hands-on learning through engaging themes like “Fine Art” or “My 5 Senses”, as well as personal strategies, like using noise-canceling headphones, when needed.

Through this relationship-building and team-based approach, Brayden has become well-included by the preschool staff and with his peers, helping him feel cared for and safe. We would like to thank the staff at his preschool for their social coaching, enriched hands-on activities, and exemplary leadership in inclusive practice. We would also like to acknowledge and thank Brayden's parents for their ongoing collaboration and support.

Psychosocial Programs

Provincial Complex Medical Support Services

Funded by the Ministry of Children and Family Development (MCFD), our Provincial Complex Medical Respite Support Services offers respite support for families and children throughout BC with complex health conditions. These families currently receive At-Home Program respite benefits and collaborate with social workers from Children and Youth with Special Needs (CYSN) to be referred for additional top-up respite throughout the year, due to the complexity of their child's medical condition. The program offers two streams:

- **At-Home Program Respite Top-Up:** For families already receiving the At-Home Program Respite funding and due to the high complex care needs of their child, the parent requires additional respite support. Respite is provided as an overnight and out-of-home at an alternate caregiver's home. This Top-Up is administered through the local CYSN office responsible for each family's existing At-Home Program respite agreement.
- **Contracted Respite:** Delivered by a contracted agency such as Community Ventures Society in the Lower Mainland, or alternate agencies throughout BC. Eligible families are allocated 26 days of respite annually. The contracted agency recruits, matches and supervises the caregiver.

In summer 2022, for the first time since 2019, the Provincial Complex Medical Respite Support Services program offered three different summer camp opportunities for families at Camp Alexandra in Crescent Beach. These five day sleepover summer camp experiences are supported by the Community Ventures Society and provide respite opportunities for 15 different families of children with complex medical needs. This will be offered again in summer 2023.

Program Highlights

- **Number of clients served: 37**

“ I like that my son gets to experience something we did growing up; but with his challenges and disabilities, it's hard finding a facility or camp for him to experience something simple as “camp”. My favourite part is that he got to experience it. He loves being with people, especially peers, enjoying music and water play together.

Parent of Camp Alexandra Participant

Key Worker Support Services

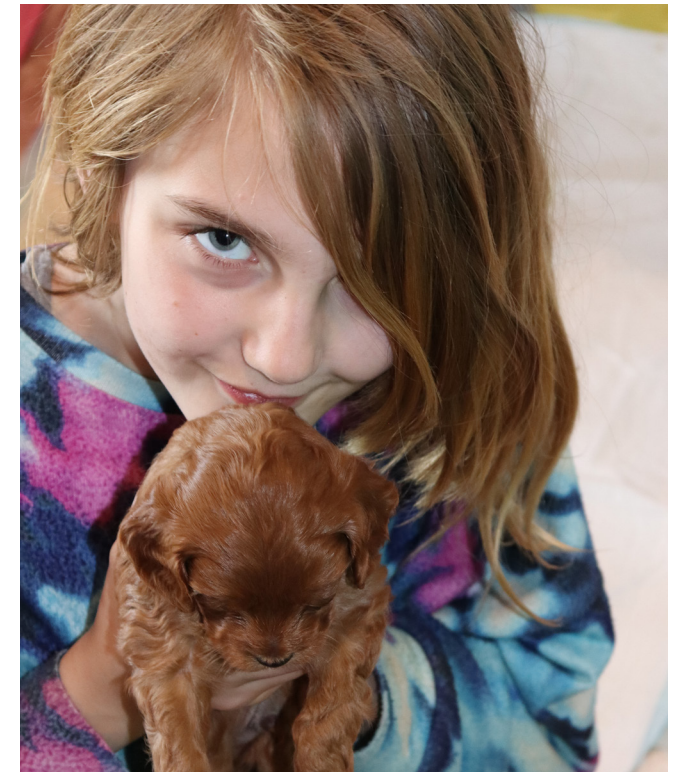
The Key Worker Support Services (KWSS) program in Burnaby offers individual support, group therapy and skill development programs for children and youth with:

- Fetal Alcohol Syndrome Disorder (FASD)
- Neonatal Abstinence Syndrome
- Complex Developmental Behavioural Conditions (CDBC)

KWSS educates families, professionals and other service providers about the behavioural presentations of these conditions, which can impact development, learning, mental health and adaptive and social skills. They provide training for parents and community service providers and networking opportunities for families to reduce social and emotional difficulties and challenging behaviours, as well as life skills to encourage success and participation in everyday life.

Program Highlights

- **Number of clients served: 37**
- Nine new eligible referrals (50% increase in referrals over previous years)
- 13 children and youth participated in individual art-focused 1:1 sessions
- 11 children and youth participated in summer life skills groups
- Developed FASD resource to share with parents and educators
- Completed Fetal Alcohol Spectrum Consultation, Education, and Training Services training (FASCETS)
- Completed “Expressive Play Therapy: A Holistic and Integrated Approach” training through Centre for Expressive Play
- Presented to NVIT Class in Indigenous Health, Wellness, and Addictions Program



“ Mack is an energetic, creative, independent 11-year-old. She loves to pet every dog she meets in our neighbourhood and knows many of them by name... cats are equally beloved. You could say she is an animal lover. Mack also loves singing, drawing, painting, reading, makeovers, and fashion. She does not love waking up early! She is a night owl by nature.

Having a Key Worker has allowed us to understand the unique and beautiful ways Mack's brain works. Whenever something comes up, our KW will bring us back to “that's the way the brain works” and we have our “Aha” moment. Our KW has helped those who work with Mack daily (particularly at school) understand her better and develop strategies to work with her not against her. She has also helped us bring new people onto our home team. As for Mack, she would say, she just really liked the art in the summer with her Key Worker, Rosa. It was fun!

Mack's Family

Stepping Stones

In 2022/2023 the Stepping Stones Program provided support to children with neurodevelopmental conditions up to 19 years of age and their families, working together to develop and strengthen children’s social and emotional knowledge and skills such as emotional regulation, stress management and maintaining self-confidence. Consultation and training workshops were offered to parents, caregivers and community service providers to build skills around facilitating social emotional development of children with extra needs. Brief individualized intervention was also offered to children and their families.

In recent years the Stepping Stones Program has faced increasing demand for autism navigation services for families with complex psychosocial circumstances. In 2023/2024 the Stepping Stones program will shift away from social-emotional learning to pilot an autism navigation model with an exclusive focus on customized navigation supports for families with high psychosocial complexity.

“ We are so grateful for Margot Merinsky and the Stepping Stones program. The support and programs offered (including summer camps with Margot, in person meetings, regular phone calls, meetings with my children’s teachers, parents’ group/ meetings, and mindfulness groups) **have been phenomenal and have meant a great deal to our family.** We truly could not have managed our sons’ conditions without Margot. Thank you so much for the amazing service and support.

Parent Quote
BCCFA Client Experience Survey

Program Highlights

- **Number of clients served: 307**
- Hosted three in-person Family Together nights at BCCFA for the first time since 2019
- Offered four different summer groups for children and youth
- Provided field education placement for MSW student from UFV
- Hosted a series of three virtual educational evenings for parents
- Facilitated a six week Acceptance and Commitment Therapy caregiver support group
- Developed autism navigation resource to support high volume of requests

Family Counselling Support Services

The Family Counselling Support Services (FCSS) for Children and Youth with Special Needs is a six month support for families that promotes healthy development, maximizes quality of life and assists families in their role as primary caregivers. In a collaborative relationship with clients, this program enhances an individual’s capacity to parent a child or youth with support needs, strengthens family functioning, and increases awareness of family strengths. It maintains and enhances the stability of families who have a child with extra challenges and ensures they have an ongoing network of support and access to community resources.



Brandon is the Family Counsellor in this program and has been at BCCFA since September 2022.

Program Highlights

- **Number of clients served: 26**
- Subcontracted with private counselling program to support staffing gap
- Family Counsellor completed Acceptance and Commitment Therapy Level 1 Training
- Family Counsellor completed Connect Attachment Group Facilitator training
- New online referral form launched

“ Brandon has made a huge impact on our lives. I actually would say he is saving them. His support is above hearing how hard it all is - he takes action. **He is the shining light we need to hold onto hope.**

Parent Quote
BCCFA Client Experience Survey

What do you love about your work?

“ Society has come a long way in recognizing the importance of good mental and emotional health, with counselling being seen as indispensable for getting people through some of life’s most challenging times. But still, counselling support can be a very difficult service to access, with not-for-profit options being few and far between. BCCFA, in collaboration with the New West/Burnaby CYSN team, has created a really great model to make counselling support available to their families. I jumped at the opportunity to work with BCCFA providing this service to a population I’ve worked with for many years, and for whom I feel a deep sense of caring and respect.

What makes you proud to work at BCCFA?

“ I’ve come to know BCCFA as a place filled with so many lovely people, doing their very best to help children and their caregivers. I’m proud to consider myself one of them.

Community Brain Injury Program

For Children and Youth in BC (CBIPCY)

BCCFA's Community Brain Injury Program for Children and Youth (CBIPCY) provides intensive short term, home and community-based rehabilitation. CBIPCY serves children and youth with an acquired brain injury in BC, who do not have third-party funding. We offer individualized acute rehabilitation support including occupational therapy, physiotherapy, speech-language pathology, and service coordination to help children and youth return to activities that matter to them and to participate in school, home, and their community. This program is funded by the Ministry of Children and Family Development (MCFD).

- Invited CBIPCY parents to a parent education workshop series in collaboration with other BCCFA Social Work programs
- Employed a previous CBIPCY client to work with the program and support resource development
- Onboarded 69 new service providers to increase capacity across the province



Megan is a bright and creative 17-year-old who was diagnosed with cerebral sinus venous thrombosis in late 2021.

Following her stroke, Megan was referred to the CBIPCY for therapy support at home and during her transition back to school. Through the program, Megan received regular and ongoing occupational therapy.

An occupational therapist worked with Megan to support her with returning to school full-time and to her regular course load. They also worked on improving Megan's organizational skills and implementing cognitive compensatory strategies to help her participate in school to the best of her ability. Megan made significant progress in her recovery, returning to her studies and working toward her post-secondary goals. Megan expressed that she liked the therapy through CBIPCY because it was at home and

less "clinical" than going to a medical office. She appreciated that therapy could be done at home where it was most comfortable, relaxed and not stressful. Megan found that school advocacy was the most helpful, as she did not know what to expect or what accommodations she might need to be successful, but found the occupational therapist was very knowledgeable and knew how best to help.

Following her time in the program, Megan will be graduating on time and with her peers and has been accepted to post-secondary to begin her degree in September 2023. The lifestyle and learning adaptations she learned through

occupational therapy will help her continue to be successful at the post-secondary level as well.

“

Without the brain injury program, we would have been completely overwhelmed. Everything was set up before Megan was even discharged from the hospital.

Megan's family

Program Statistics

- **Number of clients served: 197**
- 100% of families reported they made progress towards their goals in the 2022/2023 Client Experience Survey
- 100% of families reported that the services they received from BCCFA made a positive difference in their lives in the 2022/2023 Client Experience Survey

Program Highlights

- Supported a CBIPCY youth client in starting and implementing a youth-led online support group
- Developed a Brain Injury Awareness Campaign in June 2022 which highlighted our regular service providers

North Shore Occupational Therapy

The North Shore School Occupational Therapy program supports students with disabilities from kindergarten to Grade 12 in the North and West Vancouver school districts. They collaborate with students, families, teachers, and support staff to support inclusion, participation, and independence in the school and community. The program is funded by the North and West Vancouver school districts and the Ministry of Children and Family Development (MCFD).

Program Statistics

- **Number of clients served: 127**
- Collaborated with physical literacy coordinator to present "We are all in this together- Simple solutions for building durable kids" to 37 families in the West Vancouver School District
- Part of a multidisciplinary team's pilot project to screen kindergarten children for vision difficulties across the West Vancouver School District
- Hosted a three part education series on self-regulation with a focus on students with complex learning needs and building universal sensory strategies for the classrooms in the North Vancouver School District

Adult Services

Opportunities Fund

Opportunities Fund (OPPS) is a program that assists people with disabilities to prepare for, obtain and maintain employment. It provides financial assistance for training, self-employment and wage-subsidized employment and adaptive equipment. It supports eligible participants in the Lower Mainland, Sunshine Coast and Sea to Sky corridor as far as Pemberton; and the Fraser Valley as far as Boston Bar and Hope. With greater emphasis on work experience, the Opportunities Fund works with clients, community partners and employers to hire, train and retain individuals with disabilities. This program is funded by Service Canada.

Program Highlights

- **Number of participants served: 91**

Surpassing Program Targets

For fiscal year 2022-2023, we met or exceeded our goals for number of participants served and the number of participants who were employed or self-employed after the intervention. These are the final numbers:

Program Outcomes		Target	Achieved
Access to Services	Participants Served	100%	111%
Effectiveness	Clients Enhanced Employability	80%	88%
	Clients employed or self-employed after OPPS Fund Intervention	60%	69%

Increasing Employability

This year 80% of OPPS Fund participants enhanced their employability through a work-experience placement and skills upgrading. Additionally, 62% of OPPS Fund participants who were in a work-experience placement, skills upgrading, or received self-employment interventions were successful in securing employment, exceeding our targets in all three categories of our performance measures. Being part of the workforce is a major factor in contributing to improving clients' disability management, well-being, and quality of life.

Quentin is a positive, hopeful and cheerful young man who maintains a bright outlook for his future. However, he struggled in finding work, especially in the field that he really enjoys - automotive. Through BC Centre for Ability's partnership with Community Living Society, Quentin secured a job with KalTire, where OPPS Fund provided a wage subsidy. The funds also helped Quentin with other necessary expenses such as work clothing, so that he could focus on showing up to work and being successful. Quentin's mother shared: "First of all, I would like to say, it was a real pleasure for Quentin and me to meet your team at BC Centre for Ability. We are lucky to have such an angel in our corner. Thank you for having such a kind and humble heart towards Quentin and myself."

Now that the wage subsidy agreement has finished, his manager, Mike Dixon had this to say about Quentin's work: "Quentin has been an amazing guy to have around the team at our



Quentin with KalTire Store Manager, Michael Dixon

shop. The team loves his infectious attitude and energy. Quentin has been a great help keeping our image looking great and helps the guys in the shop throughout his shift."

WorkBC

BC Centre for Ability works closely with many community partners in Metro Vancouver. One of the most significant partnerships is with WorkBC Employment Service Centres operated by Douglas College and MOSAIC. WorkBC assists individuals in accessing job search resources, employment planning, skills assessment, training, work experience opportunities and more. BCCFA employs six specialist employment counsellors serving clients with diverse abilities in the Vancouver northeast, Delta, Maple Ridge, and Langley WorkBC locations. These specialists work in conjunction with other WorkBC team members to facilitate positive experiences and outcomes for clients seeking employment. Areas of expertise include assessment, career coaching, customized employment placement and case management. Employment counsellors also have access to BCCFA resources including medical consultation and connection to services offered through the Opportunities Fund and THRIVE.

| Adult Services

THRIVE

THRIVE (Transforming Hiring Relationships, Inspiring Vocational Experiences) serves young adults with disabilities between 19-29 who are considering, are in the middle of, or have completed post-secondary education and are seeking employment. The THRIVE consultants provide career coaching, mentorship, advocacy, and direct connections to employers. The goal of the program is to support participants in building vocational and employability skills and to assist employers to harness this talent. The services are customized to meet the needs of each individual participant and employer.

The THRIVE program is generously supported by Coast Capital Savings and RBC Foundation.

Program Highlights

- **Number of participants served: 25**
- 15 jobs offered to THRIVE participants
- 18 interviews attended by THRIVE participants
- Five episodes of the THRIVE podcast published
- Hosted in-person event in September 2022 for Disability Employment Month
- Published 32-page career guide
- Completed strategic planning initiative
- Presented to Disability Foundation, Foundry, PICS, and Diversecity



“ After getting my first interview, I met with my vocational consultant and practiced interview questions a number of times, I then went through some of the exercises in the career book several times over. After doing this, I was not as nervous for my meeting. I felt more confident in what I was saying, and my answers came naturally to me. Practicing these exercises resulted in me being offered the position I interviewed for. I believe that this new job as well as the support from the THRIVE program will impact my financial situation in a positive way. I feel like it will help me achieve long-term life goals outside of employment, such as finding a place to live on my own.

THRIVE Participant

| Budget

Revenue

Provincial Government	\$19,417,325	84.81%
Federal Government	\$1,719,236	7.51%
Work BC Contracts	\$658,145	2.87%
Foundaton Contribution	\$538,935	2.35%
Other Income	\$241,708	1.06%
School District	\$240,042	1.05%
Gaming	\$80,000	0.35%
Total Revenue	\$22,895,391	

Expenditures by Program

Supported Child Development Programs	\$12,058,998	54.31%
Early Intervention Therapy Program	\$3,939,729	17.74%
Facility and Administration	\$2,488,634	11.21%
Vocational Services	\$1,824,762	8.22%
Community Brain Injury Program for Children and Youth	\$934,611	4.21%
Employment Program Work BC	\$584,839	2.63%
Social Work Respite Program	\$162,599	0.73%
FAS/NAS Complex Behaviour Program	\$134,757	0.61%
Stepping Stones Program	\$75,353	0.34%
Total Expenditures	\$22,204,282	

| Donor and Funder Recognition

We want to recognize and thank those who share our vision for inclusive communities and contributed \$500 or more to our cause in the last year.

Funders

City of Burnaby	Ministry of Children and Family Development	Provincial Health Services Authority
Community Gaming	North Vancouver School District	West Vancouver School District
Douglas College	Province of British Columbia	
Employment and Social Development Canada		

Corporations, Foundations and Organizations

Ann Claire Angus Fund	Prospera Credit Union	The University of British Columbia
Averbach Family Foundation	RBC Foundation	The Victor & Anna Kern Foundation
Benefaction Foundation	Rocket Ship Couriers Ltd	The Wolrige Foundation
Christopher Foundation	Schmelke Family Charitable Foundation	TSO Cleaning
CIBC Wood Gundy	The Fahy Family Charitable Trust	United Way of Lower Mainland
CIBC Asset Management Inc	The Iliffe Family Foundation	Urban Impact
Coast Capital Savings		
NorLand Limited		

Individuals

Albert Chow	Don Kim	Michael Taculad
Andy Stashuk	Jane and Andre Arness	Myron Backlin
Bill Corbett	Jefferson Mooney	Sharon LeClair
Lindsey LeClair	John Bruno	Susan Roberts
Chris Wales	Julian Whike	Thomas Merinsky
David Crowe	Marlon Tang	William Levine
Desmond Ng	Michael Jones	

Beyond challenges - the sky's the limit





2805 Kingsway
Vancouver, BC
V5R 5H9

(604) 451-5511

info@bc-cfa.org



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