

new possibilities

2006-2007



NONA Child Development Centre
strengthening the abilities of children in our community

North Okanagan Neurological Association Board of Directors

2006-2007



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Board President's Message

JANICE FOSTER
NORTH OKANAGAN NEUROLOGICAL ASSOCIATION

We have now been in our new home for a little over a year and our services continue to grow and improve. Interior Health has leased space on our third floor for their Assessment Team and now together with the North Okanagan Paediatric Clinic and NONA, our Treehouse is truly a hub of services for children in the North Okanagan. The NONA Board is very proud of our new home.

Our Executive Director, Helen Armstrong, continues to successfully manage the day-to-day operations of NONA and represent NONA in the community. The Board appreciates and thanks her for her commitment to our organization. Our staff continues to provide exceptional services to the children and families. I would like to thank them on behalf of the Board of Directors for their dedication and great work.



Janice Foster, Board President and Helen Armstrong, Executive Director receiving funding for the Treehouse Project from Hon. Tom Christensen, MLA.

This past year has been a transition period for the Board. Over the last five years most of our time was spent concentrating on our new building and the campaign. Although we will continue to fundraise, now we will be able to redirect our attention to policies and lobbying for services to children with special needs. I am grateful to be part of such a committed and hard working board. I thank all of the Board members for making it possible for NONA to continue to provide excellent services in our community.

Finally, although our building is finished our playground is not. The Board is now focusing on some fundraising to complete the playground while the staff is choosing a design and equipment for the outdoor area. We would like to see this completed by next summer.

Respectfully submitted,

Janice Foster
Board President



Executive Director's Message

HELEN ARMSTRONG
NONA CHILD DEVELOPMENT CENTRE

I am now in my second year of being the Executive Director of the NONA Child Development Centre, and I have to say it has been a most rewarding and challenging time. The movement forward for the Centre hasn't slowed down at all, and I'm pleased to report that we continue to make great gains in providing service to the families.

The Treehouse is functioning at full capacity. In the winter of 2006 we added a new tenant on our third floor: the Interior Health Children's Assessment Network. We are really defining "one stop" service for the children and families of the North Okanagan, and in doing so are leading the way provincially.

Financially we continue to have full and growing programs. The mortgage we hold for the Treehouse is a challenge, and one that we will address through fundraising and rentals for the foreseeable future.


We are fortunate to have the Minister of Children and Family Development, the Honourable Tom Christensen living in our community. I have met with Mr. Christensen a number of times and feel that he understands the challenges that we face. As a member of the provincial association of child development centres, NONA continues to advocate for comprehensive services to families of children with special needs.

As I walk through the halls of our new home, I talk to families and I am amazed by their strength. I often see families face obstacles with energy and humour and I know the staff sees this too. Thank you for trusting us with your children.

There is no greater asset NONA has than our dedicated and professional staff. As families transition through services, they depend on staff to help and guide them. Thank you to our staff for your continued efforts.

The Board of Directors devotes many hours to the service of NONA. They, along with the volunteers in our programs, do this not for any financial gain, but purely because they feel it is a worthwhile cause. Thank you for your hard work and dedication.

Respectfully submitted,


Helen Armstrong
Executive Director



Year in Review

April 1, 2006 to March 31, 2007



Last year, we thought when the new building was built and we were moved in, life would be less hectic. As it turns out, this past fiscal year has been anything but quiet. In April 2006, we began our year by saying goodbye to our old buildings, including the little house on 28 Street. Staff enjoyed an evening recalling the trials and triumphs of families who shared their lives with us within those walls.

In May 2006, we finally moved into our new home, the Sovereign Treehouse. We took part in our first Variety Radiothon, furnished the new building and continued service with minimal interruption. In the summer the parking lot was paved and the landscaping completed. We said goodbye to Liz Williams, Campaign Director, and witnessed changes in our staff: people leaving us, people joining us and babies being born. Also in the summer, the FASD program joined our roster of eight programs.

As fall approached, preparations were made for our grand opening on September 15, 2006. It was a beautiful fall day as the community joined us in celebrating the completion of the project. Mr. Tom Foord dedicated the new building to his old friend Dr. Art Sovereign. Mr. Tom Christensen, MLA and Mayor Wayne Lippert spoke of the generosity of the North Okanagan community.

It seems that no sooner had we moved in, we were using the new building to its full capacity. We welcomed our community partners for meetings, training sessions and workshops. The rooms on the main floor were quickly filled with group activities and therapy sessions. Having a place to share with the community has improved our ability to connect with our partners such as Ministry of Children and Family Development staff, child care providers, members of the Early Childhood Development Coalition and Interior Health staff.

The springtime was busy with getting ready for our accreditation survey in May 2007, a staff retreat for planning, and completion of the east end of the third floor for our new tenants, the Interior Health Children's Assessment Network.

In review of this last year, it appears that we have begun the work of making the Sovereign Treehouse our home. We have good neighbours, a warm and welcoming environment, and hopefully in the near future, a playground filled with children. We look forward to the next year and the new possibilities that we know are just around the corner.



Agency Performance

2006-2007

NONA Child Development Centre measures performance in 4 areas. We want to know:

1. **That we make a positive difference in the lives of the children and families we serve** (effectiveness).
 - **86%** of families surveyed felt that involvement with NONA programs made a positive difference to their children's lives.
 - **92%** of families surveyed felt that NONA staff worked with them to meet their needs regarding their child.
2. **That we are efficiently using the therapy and playrooms throughout the year** (efficiency).
 - Since January 2007, the playroom has had activity in 4 days out of 5 days during the week.
 - Since January 2007, the large therapy room has had activity in it 4.5 days out of 5 days during the week.
 - Since January 2007, the small therapy rooms had had sessions in them, 3.5 days out of 5 days during the week. *Our next step is to measure the amount during the day that they are being used.*
3. **That we contact families quickly after a referral has been made** (service access).

Average Number of Days for Initial Contact from Staff	
Autism Services Program	10 days
Family Support Program	18 days
Infant Development Program	16 days
Music Therapy	20 days
Physio-Occupational Therapy	21 days
Respite	34 days
Supported Child Development Program	18 days
Speech-Language Therapy	60 days

4. **That families are satisfied with the services we provide** (satisfaction)
 - **89%** of families surveyed (n=60) reported satisfaction with our programs and services.

"The staff is wonderful & dedicated to helping children achieve their best".
Mom of 4.5 year-old

"The amount of caring that comes from the staff is enormous. From the beginning I have felt so welcomed to NONA. Words cannot express how grateful I am for this place". (Mom of 2-year-old)

"Knowledgeable, dedicated, positive, friendly, welcoming, staff accommodating". (Foster parent of 7, 12 and 16-year-olds)



2006-2007 Stats for NONA

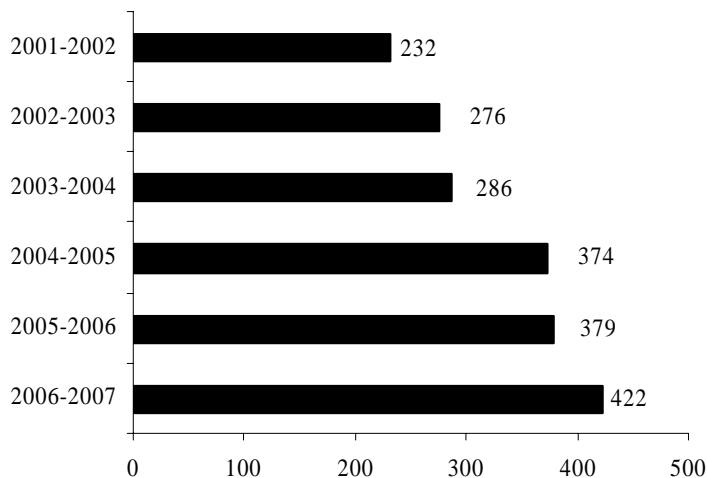
Most common reasons why children are referred to us

- Motor delays
- Communication delays
- Delays in more than one area of development
- At risk for developmental delays
- Behaviour concerns
- Autism Spectrum Disorder

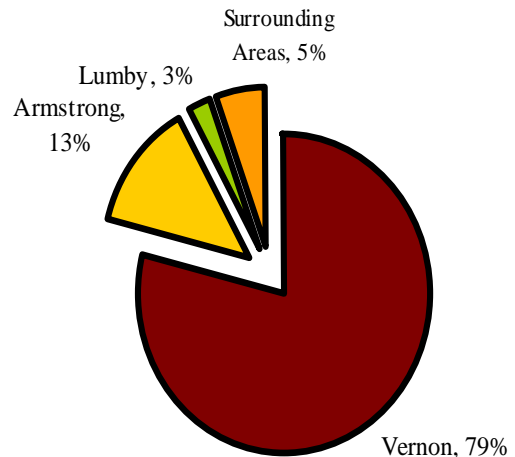
Average age when referred to NONA

4.9 years

Number of Referrals Per Year



Where Families We Serve Live



Top Referral Sources

1. Public Health Nurses
2. North Okanagan Paediatric Clinic
3. IHA Speech-Language Pathologists
4. Family Physicians
5. Child Care Centres

Referrals are up from last year by **11%**

Since 2001-2002, referrals to NONA Child Development have increased by **82%**