



# NONA Child Development Centre staying the course

ANNUAL PERFORMANCE REPORT 2010-2011



*Nevan makes and eats his masterpiece.*



*Gabriella draws a picture of herself.*

## **NONA Child Development Centre**

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### **North Okanagan Neurological Association (NONA) Board of Directors 2010-2011**

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## Message from the Board President

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The past year has been a rewarding and enjoyable time for me as President of the NONA Board of Directors. The year has gone by very quickly, and has been full of both rewards and challenges.

Over the past year the Board of Directors of NONA has continued to guide the policies and vision of the NONA Child Development Centre. We welcomed a new Board member this year, Jenny Balko, who

brought with her expertise as a chartered accountant and the experience of having two young children. Unfortunately Jenny and her family are moving to Kelowna this fall, so we are losing her as a Board member. Thank you to Jenny for your help and guidance at the Board table. Thank you to all of the Board for your continued support and work on behalf of the children and families we serve.



*Andrew with his mom, Melody, at our Connections Parent-Tot Drop-In*

The Board concentrated on two areas over the last year, one being a successful accreditation survey and the other the development of a strategic plan for NONA. I am very pleased to say we were successful in the accreditation survey, and that we are making progress on our strategic plan.

At the best of times I know the job of Executive Director is a tough one, but when money is tight and funding is hard to maintain, it can become even more challenging. Our Executive Director, Helen Armstrong and her administrative team, continue to successfully meet the challenges facing NONA, and they even manage to help us plan for the future. The Board appreciates and thanks them for their commitment to our organization. The staff of NONA continues to provide exceptional services to the children and families of the North Okanagan. I would like to thank them on behalf of the Board of Directors for their ongoing dedication and outstanding work.

Thank you again to our members, the NONA Board, the families we serve, and our terrific staff that bring a positive and professional attitude to work every single day of the year.

Respectfully submitted,

Janice Foster  
Board President



## Report from the Executive Director

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Welcome to the Annual Report for the 2011 year, and thank you for taking the time to read our report and attend the annual general meeting.

Over the last year we have watched our province, region, and community struggle with the downturn of the economy and the increase in unemployment. In a lot of ways I am pleased to be able to say we are still here providing quality services. Our families are experiencing tougher than usual conditions and as a Centre, we are facing tougher cost pressures.

It is always so important during tough times to have a stable and supportive Board, and I am very grateful that we have this at NONA. The Board is always on watch for NONA and the families we serve, and our Board President Janice Foster is a leader at the Board level as well as within our communities. Thank you to them for their continued support.

A major accomplishment this past year was the successful completion of our CARF accreditation survey in March 2011. We earned another three year accreditation in Child and Youth Services, and for the first time, our Autism Services program has received accreditation for Supports for Children with Autism Spectrum Disorder. I would like to thank all of the staff for their hard work, and to single out both Heather Todd, and our Board President, Janice Foster. I wasn't able to participate fully in the second round of administrative surveys due to knee surgery, and Janice and Heather stepped in and got us through.

Referrals over this past year have been stable, with the exception of growth within our Autism Services program. We are putting the Clubhouse to good use, with approximately 40 children using that facility.

The Pythian Sisters were very generous this past year. The Lumby Pythians gave us a donation to address our equipment wish list within the Physiotherapy and Occupational Therapy programs. The Vernon Pythian Sisters continue to support our families through donation drives and equipment purchases. We are happy to report that families whose children have outgrown equipment have returned it back to NONA so it can be reused by other families. This truly is recycling at its best!

As we look to the next year I am sure there are just as many opportunities and challenges ahead, as we have faced over the last year. It is hard to say how our economy will be doing in the future, but one thing for sure is that NONA will be here to make sure that children have the necessary help they need to meet their full potential. Thank you to the staff for your ongoing pursuit of excellent support to the families that come to NONA. And finally, we thank the families for your support and trust in our Centre.

Respectfully submitted,

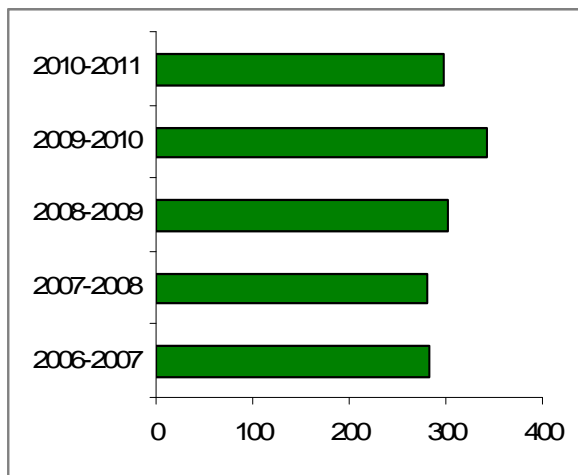
Helen Armstrong  
Executive Director

# Referrals to NONA

April 1, 2010-March 31, 2011

## How many children were referred to NONA this past year?

Although the number of children referred was down somewhat from the previous year, overall our referral rate is consistent with the past 5 years.



## Where are the children from?

AREA	PERCENTAGE
Vernon/Coldstream	76%
Armstrong/Falkland	14%
Lumby/Cherryville	3%
Out of Town	7%

## Boys vs. Girls Referrals

BOYS & GIRLS	PERCENTAGE
Boys	67%
Girls	33%

*“Thank you to NONA we have a realistic understanding of our child’s strengths & delays. We also have a better understanding of the necessary steps needed to obtain each milestone (large or small) and to set goals.”*

## Who connected the children to NONA?

Again this year, 21% of all referrals were from families who referred their own children.

We received more referrals from our pediatricians this year, and less from the public health nurses. Referrals from family doctors remained the same.

COMMUNITY REFERRAL SOURCES	%
Pediatricians	26%
Public Health Nurses	18%
Family Doctors	18%
Child Care Providers	9%
IHA Speech-Language Pathologists	6%
Community Service Providers	6%
MCFD Staff	5%
Hospitals Outside Vernon	5%
Others	7%

# Agency Outcomes

*“Our child is in kindergarten now and absolutely excelling in all areas - Thank you NONA!”*

## Effectiveness

In November 2010, we mailed out a client feedback survey. The results are based on the responses from 50 participants.

### **Outcome 1: Families understand their child’s strengths, needs and abilities.**

- 100% felt that they had an understanding of their child’s strengths and abilities
- 100% felt that they had at least some understanding of their child’s delays and needs
- 98% of families felt that they had at least some understanding of the next steps for their child’s growth and learning
- 100% felt of families felt that could tell when their child was making progress

### **Outcome 2: Families are able to help their child learn and develop.**

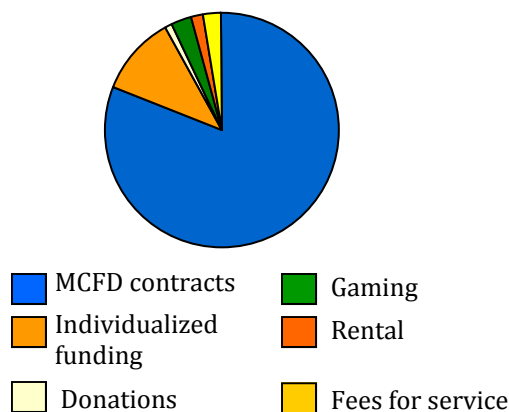
- 96% felt that they were at least somewhat able to help their child engage with others
- 98% felt that they were able to help their child learn new skills
- 92% felt they were able to help their child take care of his/her needs
- 96% felt that they were able to work on their child’s goals during everyday routines

## Service Access

- Average initial contact time by staff to get hold of families of newly referred children was 30 days (same as previous year).

## Efficiency

Revenue Sources



Our goal has been to slowly diversify our revenue sources and decrease our dependency on MCFD funding. While the loss of our MCFD Respite contract and a decrease in individualized funding meant that NONA did not meet this target, we have maintained our total revenues from MCFD funding at 81%.

## Satisfaction

- 96% of families felt that NONA staff listened to them and respected their choices
- 100% of families felt that NONA staff developed a good relationship with their child and family



*Wyatt and his younger brother, Caleb, pose for the camera.*