

MESSAGE FROM THE
CEO & THE BOARD
PRESIDENT

Our theme for this year’s annual report is “a time to shine” – a phrase that is exemplified by many of our clients, families, staff, volunteers, partners, funders and communities every day. At Surrey Place Centre, we aim to empower people of all ages with developmental disabilities, autism spectrum disorder, those with visual impairments and their families to live their potential, all their lives. Our goal is to work together continuously with our clients, families, community and funding partners to deliver the best possible results for the people that we serve. Our report highlights just how collaboration between these individuals and groups enables each of us to shine.

In the past year, we provided services and supports to over 6,000 infants, children, youth and adults. Our client and staff stories showcase the various supports and services that we offer, while our significant events, performance measures and financials demonstrate the leadership, care, and responsibility we employ in the delivery of our services and programs to thousands individuals and families in our community.

We have been diligently working toward achieving our strategic directions of strengthening our capacity and shaping our future. The first stages of our Enhanced Service Model (ECM)—an approach to improve access and responsiveness to clients’ needs, service continuity and transition and discharge planning—are being implemented. In early 2017, our north office programs and services will be relocating to a new 12,000 square foot site that will innovatively improve our ability to meet the needs of those we serve. Meanwhile, in order to learn what we are doing well and where we can continue to improve, our organization is undergoing a volunteer peer review by Accreditation Canada this fall to retain the highest accreditation rating status of Exemplary Standing.

By investing in our people and infrastructure, we will continue to support our clients and their families even more effectively. Thank you for your ongoing commitment to our organization and the potential of the individuals, families and communities we serve.



Steven Finlay
Chief Executive Officer



Dr. Harold Bassford
Board President

OUR CLIENT
& STAFF STORIES



“My biggest hope for my clients is that they can have the confidence to go out and interact with others.”

SARAH DENNIS
Speech Language
Pathologist

“It’s important for us to come to Surrey Place and know we can ask for help.”

JAY & CINTHIA
Client’s family



To watch our client and staff stories and explore the

An Employee Experience Survey conducted by the National Research Corporation of Canada reveals that our overall employee engagement score at 80.8% significantly exceeds the average Ontario health care agency comparator score of 66.9%.

APRIL/15

OCTOBER/15

SPC receives a Developmental Service Research Grant funding from the Ministry of Community Services (MCS) to conduct research on individually funded services and supports for adults with a DD in Ontario.

Clients reside in
WEST TORONTO

Clients reside in
SOUTH TORONTO

Clients reside in
NORTH TORONTO

Clients reside in
EAST TORONTO

9% Clients reside in North Ontario
& other communities

19%

22%

26%

24%

OUR SERVICES
HAVE REACHED

6059

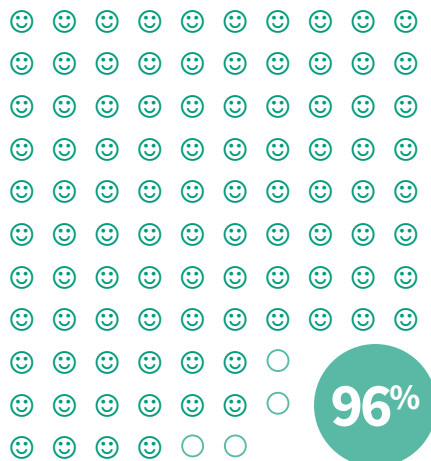
Infants, children, youth and adults in 2015-16¹

Last year, we provided support and services to over 6,000 infants, children, youth and adults. Our clients and families represent diverse age groups, cultures and languages across the Toronto region.

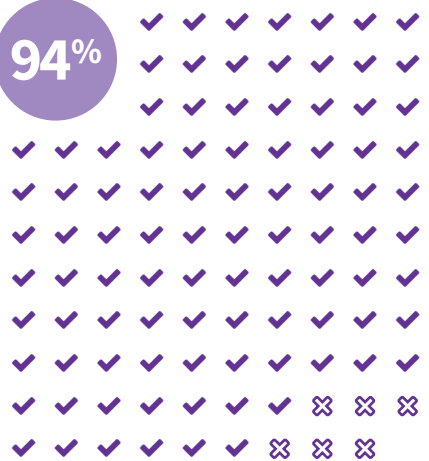
Here’s a closer look at Who We Serve:



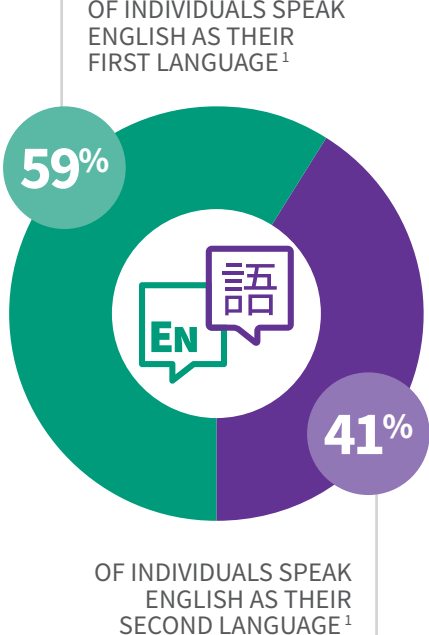
¹ Enhancing the SPC Clinical Service Model, Data Context Version 5 (June 28, 2016) – Reviewed and approved by Director, Quality and Decision Support
² Goal Achievement in Developmental Services, Summary 2015/16 – Reviewed and approved by Director, Research and Education
³ Client and Family Feedback Survey – Report for Fiscal Year 2015-16 – Reviewed and approved by Director, Research and Education



CLIENTS SURVEYED WERE
SATISFIED WITH THE SERVICES
THEY RECEIVED³



CLIENTS SURVEYED
MET OR PARTIALLY MET
THEIR GOALS²



OF INDIVIDUALS SPEAK
ENGLISH AS THEIR
FIRST LANGUAGE¹

OF INDIVIDUALS SPEAK
ENGLISH AS THEIR
SECOND LANGUAGE¹

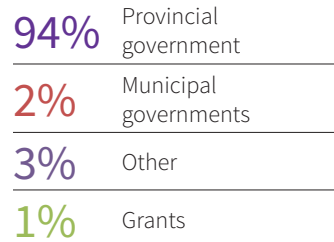
47%

INFANTS 0 TO 6
YEARS OLD¹

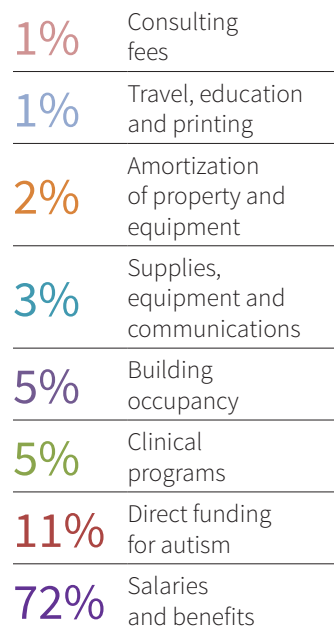
SURREY PLACE CENTRE FINANCIALS 2015-2016

A Summarized Statement of Financial Position and Operations can be found on the inside. These summary financial statements were prepared from the audited financial statements for the year ended March 31, 2016 that are available at www.surreyplace.on.ca/accountability

Where Do Our Funds Come From?



Where Do We Spend Our Funds



Three Year Annual Expenditure Trends (\$'000)

		\$46,715
\$42,781	\$44,460	
2013-14	2014-15	2015-16



“We feel we have someone that we can trust and turn to so that we are not alone in this process, which is very important to us.”

JODY YOKEN
Client's mom

“Surrey Place has allowed me to open doors I wouldn't have been able to open.”

PATRICK D'CRUZ
Member of Surrey Place Centre's Self-Advocacy Council



“My hope is that the work that we do has meaningful changes for our families.”

NICOLE ALIYA RAHIM
Senior Behaviour Therapist



Dr. Bill Sullivan, Physician at SPC, is awarded the 2016 Hull-Roeher Award of Merit by the Ontario Association on Developmental Disabilities (OADD). The Hull-Roeher Award is presented to an individual for an outstanding contribution or special achievement in the areas of education, research or service.

NOVEMBER / 15

OCTOBER / 15

SPC introduces the Enhanced Clinical Service Model (ECM) with the goal of improving access and responsiveness to clients' needs, service continuity, and transition and discharge planning.

APRIL / 16

JULY / 16

SPC announces that, in early 2017, our north office programs and services will be relocated to a new 12,000 sq/ft site at 2 Champagne Drive in Toronto. This new site will greatly increase our ability to meet the needs of the hundreds of families and clients that we serve.

Thank You

We could not continue to help children and adults with developmental disabilities, autism and visual impairments, as well as offer support to their families, without the loyalty of our compassionate donors.

To make a gift in support of Surrey Place Centre, please visit our website at www.surreyplace.on.ca or contact the Surrey Place Charitable Foundation by calling (416) 925-5141 ext. 3102.



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**Surrey
Place
Centre**
ANNUAL REPORT
2015/2016