

Child and Parent Resource Institute



ANNUAL REPORT

2020 - 2021



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Message from the Director

Shannon Bain



This past year, CPRI celebrated 60 years of service. The original vision for CPRI remains in place today. We continue to strive to improve how we meet the needs of children and youth and their families, and to build capacity in the service system, through applied research and education, and training opportunities. This year, technological innovation helped us connect with clients when meeting in person was not an option, and to expand our education outreach to record levels of virtual participants. We also launched new models of clinical service delivery with robust evaluation measures so that we know we are investing in targeted and impactful change. In the unique year of changes brought on by COVID-19, this annual report will reflect a significant effort to embrace the opportunities to innovate that came with it.

Message from the Medical Director

Dr. Ajit Ninan, Hons BSc, MD, FRCPC



Our 60th year in operation was a pivotal year in our history as a centre serving children and youth who experience complex and often co-occurring combinations of developmental and mental health challenges. This year, children and youth in Ontario and globally, were uniquely impacted living through a pandemic. Many CPRI staff were called upon to provide direct support through some very challenging scenarios and demonstrated remarkable commitment to providing outstanding services to the clients and families who came to us for help. CPRI also implemented changes to our clinical delivery model to continue to meet the needs of clients and families, where they are at. I welcome you to read about the successes of the past year, and to know that clinical service transformations that put child and family centred care at the centre, will continue in the year ahead.

CPRI provides trauma-informed and highly specialized treatment and targeted intervention services for children and youth in Ontario with complex combinations of special needs. These needs include severe behavioural and emotional challenges, developmental disabilities, autism, and mental health.

CPRI develops and delivers several provincial training programs and provides research and evidence-based guidance to support the work of program development and implementation.



Pandemic Operations

Service Delivery During the Pandemic

Year	Clients Served	Overall Average Waitlist
2018/2019	2073	5 weeks
2019/2020	2092	8.4 weeks
2020/2021	2023	5 weeks

The COVID-19 pandemic has drastically changed all landscapes (work, school, home) and in many ways, has afforded us with the opportunity to innovate. We continued to safely provide in-person assessment and treatment services and transformed our physical and technological infrastructure to support unprecedented remote client care. Resultingly, CPRI’s service volume remained largely unaffected by the pandemic.

COVID Remote Services Evaluation

As part of CPRI’s commitment to quality service, an evaluation of the impact of the shift to remote services was conducted and focused on service access, outcomes, and the experiences of our clients and their families, our community partners, and our own clinicians. The information collected provided an opportunity to make evidence-informed service decisions during the pandemic, as well as information to inform planning future service delivery options.

Through the evaluation, the challenges and benefits of remote services were identified. Ultimately, the evaluation confirmed that access and satisfaction with services and our clinical outcomes were comparable to pre-COVID rates of improvement.

Transformed Service Models

The past year has provided the opportunity to plan for a future state service delivery model that includes changes to how programs operate and changes to the infrastructure to enable the innovation.

Comprehensive Interdisciplinary Clinical Assessment

A Comprehensive Interdisciplinary Assessment Clinic (CIAC) model has been developed through consultation with staff and stakeholders. The goal of the clinic is to increase access to comprehensive team assessments in Outpatient services so that children and youth can be triaged to the least intensive services (for example, outpatient services versus a residential stay) based on their needs. Fundamentals of the CIAC model include:

- Providing a comprehensive assessment involving multiple disciplines;
- Shorter duration of service;
- Interdisciplinary collaboration;
- Identifying a clients' needs and strengths; and,
- making recommendations to Single Point of Access centres and provincial agencies and partners to meet the needs of clients in their home communities, and to prevent re-referrals.



A clinical team has been organized and are currently planning to launch the pilot in late Fall 2021.

Move to a 24 Hour Management Model

The clinical presentation of clients referred for residential treatment at CPRI is a complex combination of mental health, developmental and medical needs. Our focus of managing clients' crises through least intrusive interventions, supporting staff and clients through crisis situations, and facilitating a trauma informed culture combined to increase the need for management coaching, leadership, debriefing and oversight during evening and weekend shifts.

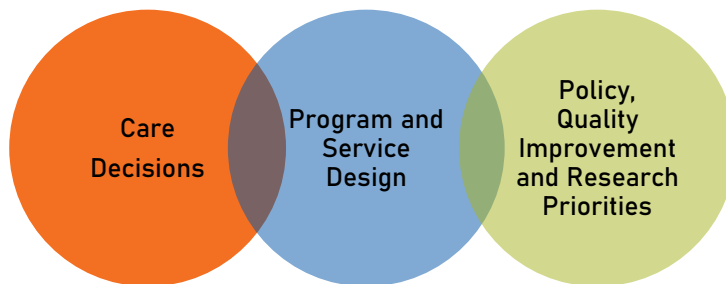
Transforming to a New Nursing Model

The medical complexity and comorbidity of CPRI clients requires nurses to be available to provide optimal care. CPRI realigned resources to support the new nursing model. The model ensures that nursing services are available onsite during client waking hours and for pre-appointment check-ins with outpatient clients. The organization has increased organizational oversight of nursing at CPRI through the addition of a Nurse Advisor. This new leadership role will liaise with management, medical staff, and provide insight and observations for client medical concerns.

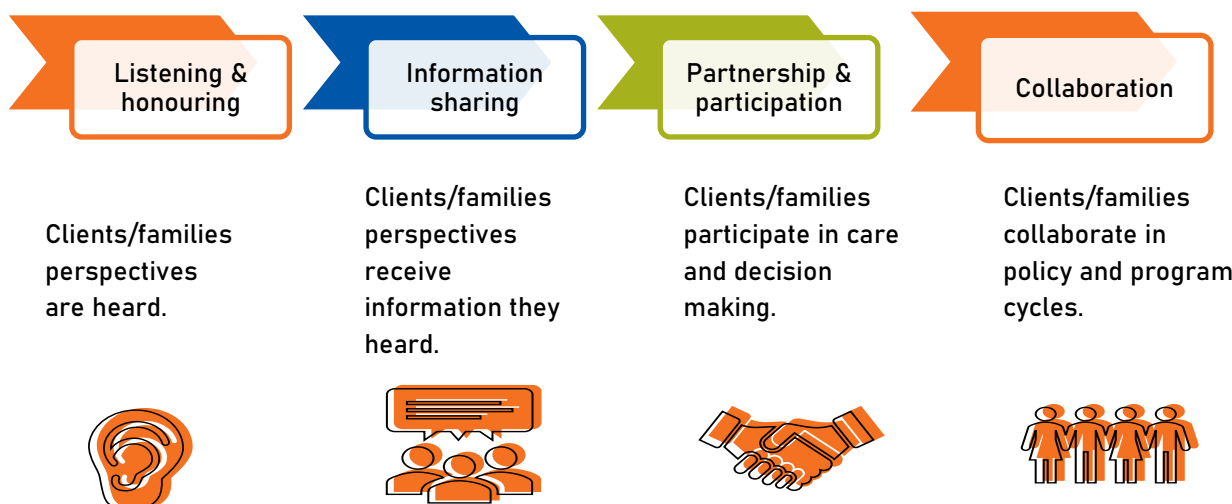
Commitment to Child and Family Centred Care

CPRI has launched a Client and Family and Centred Care (CFCC) Strategy with the creation of a multi-year workplan, monitoring plans and an evaluation plan. The strategy guides all aspects of planning, delivering and evaluating services, with a focus on creating and nurturing mutually beneficial partnerships among the organization’s staff and the clients and families they serve.

We aim to involve clients and families in:



We will engage clients and families by:



Education and Learning Services at CPRI

At CPRI, we endeavour to improve the lives of children and youth across Ontario through excellence in education and training. An unexpected positive during COVID, has been the reach that our education programmes have been able to achieve. The move to remote conference and training programming has created sold out event offerings.

CPRI hosted 110 unique events this past year, reaching an audience of almost 4000 participants.

Building a Culture of Safety through Trauma Awareness Training

CPRI is a certified Trauma Informed organization and has worked closely with our ministry partners to bring a trauma-informed lens to policy development and to service delivery. We have designed and delivered multiple training modules and workshop events entitled “Building a Culture of Safety,” across Ontario and have brought a trauma lens to work that impacts Ontario’s children and youth.

Finances

