

Child and Parent Resource Institute

ANNUAL REPORT

2021 - 2022



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Message from the Director

Shannon Bain, Hons BA, LSSBB, Dipl. OD



CPRI has been supporting children and youth for the past 61 years. Since our doors first opened in 1960, our organization has served our community by helping children and youth. Our rich history, filled with purpose, inspires us to keep up the excellent work.

COVID-19 has brought many years of trying times to all of us and yet, we continue to strive for a high-performing, trauma-informed, inclusive culture that fosters engagement, collaboration, and continuous learning. We proved to ourselves two important points: when we come together and focus on caring for others and for each other, we can truly impact lives in a distinct way; and it is amazing what courage, sacrifice, determination, talent, and togetherness can bring. Throughout the past two years, repeatedly, our staff have risen to the challenge and despite the enormous pressures, showed up in service to others.

Message from the Medical Director

Dr. Ajit Ninan, Hons BSc, MD, FRCPC



As we draft our report during the ongoing pandemic, we proudly look back at another challenging year. I remain humbled by the efforts of the organization, to continue to serve the children and youth of Ontario. As we reflect upon the contributions of our staff, it is truly a privilege to have witnessed their resilience and compassion. We are proud of our physicians and staff, who have demonstrated leadership and an unwavering commitment to caring for our community throughout the COVID-19 Pandemic.

While the year has presented challenges, we are immensely proud of the organization's resilience and innovative spirit as we continued to adjust our service models and our physical space to mitigate the impact. We have become adept at proactively planning and mobilizing. In this unique year of changes brought on by COVID-19, this annual report will reflect the significant efforts of the organization to continue to achieve its mandate and importantly, to embrace the opportunities to innovate that came with it.

Our Mission

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.



2020 Accreditation

(Completed in 2021, due to COVID Delays)

CPRI has been partnering on a quality journey with *Accreditation Canada* for the past 60 years. This past year, CPRI completed the Accreditation cycle and on-site review with *Accreditation Canada*, and we are pleased to report that CPRI was Accredited with Commendation. Highlights from our survey report demonstrate our continued commitment to surpass the fundamentals of the accreditation program. We remain committed to continuing to focus on client centred and high-quality care.



Commitment to Child and Family Centred Care

CPRI has launched a Client and Family-Centred Care (CFCC) strategy with the creation of a multi-year workplan, monitoring plans and 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.



CPRI's Family Advisory Committee

The Family Advisory Committee (FAC) advises and makes recommendations to CPRI's Senior Management Team and CPRI staff, to help make sure CPRI services are child and family centred. CPRI's Child and Family-Centred Care is an approach to care that respects the significant role of the family in a child/youth's life and makes sure the child/youth and their family are true partners on their care team.

The FAC gives children/youth and families an opportunity to:

- Give feedback and input on CPRI plans, policies, and initiatives and be a part of other CPRI committees.
- Inform CPRI about what is most important for children and families and find ways to share information about CPRI and its services with children and their families.



JOIN CPRI's FAMILY ADVISORY COMMITTEE!

Do you want to make a difference in the lives of children and families?

Your experience is valuable, and can help improve CPRI services and support the creation and implementation of new initiatives!

Ask about joining the Family Advisory Committee today

Contact CPRI.educate@ontario.ca

 CPRI CHILD & PARENT
RESOURCE INSTITUTE

 CPRI CHILD & PARENT
RESOURCE INSTITUTE
Family Advisory Committee

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.

Since 2011 CPRI has hosted over 5,100 clinical presentations/community consultations provided by CPRI staff, to over 75,400 participants.

Post-Secondary Capacity Building: In the past year, CPRI has hosted 7 virtual educational workshops, including the 2nd Annual FASD Conference. Workshops have reached over 1200 participants from around the world.

CPRI hosts up to 200 clinical quarterly student placements a year and is an affiliated teaching site of the Schulich School of Medicine and Dentistry at Western University. CPRI also partnered to develop a Developmental Psychiatry Fellowship (the first of its kind) and since 2011, CPRI has supported 654 medical placements.

We are also proud partners in the **Psychology Residential Consortium** (the largest in Canada), an accredited premiere residency program preparing students for post-doctoral supervised practise.

*CPRI hosted **86 unique events** this past year, reaching an audience of **3,673 participants**.*

Building a Culture of Safety Through Trauma Awareness

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.

Building on the success of becoming the first Sanctuary-certified trauma-informed organization in Canada, CPRI committed to continually improve its Culture of Safety. This included implementing focused supports and processes that improve capacities and build resiliency for our staff. At the same time CPRI promoted the use of trauma-informed approaches throughout the Ministry of Children, Community and Social Services (MCCSS), working to also extend this focus across the greater Ontario Public Service (OPS).




CPRI's Culture Keepers

Culture Keepers refers to the collection of people and communities throughout CPRI who work together to establish an organizational culture that feels safe, accessible, and inclusive for all. The committee is tasked with using our survey results to improve CPRI and develop plans and further engagement with CPRI staff to implement initiatives that improve resiliency and support a better work-life experience.




Annually, staff complete several surveys to gather employee feedback including the OPS “**Employee Engagement Survey**” and the “**Professional Quality of Life Survey (proQOL)**”, to make improvements, refine leadership practices and inform policies, programs, and processes to help build a more people-focused, inclusive, diverse, accessible, and anti-racist organization.

Trauma Informed by the Numbers

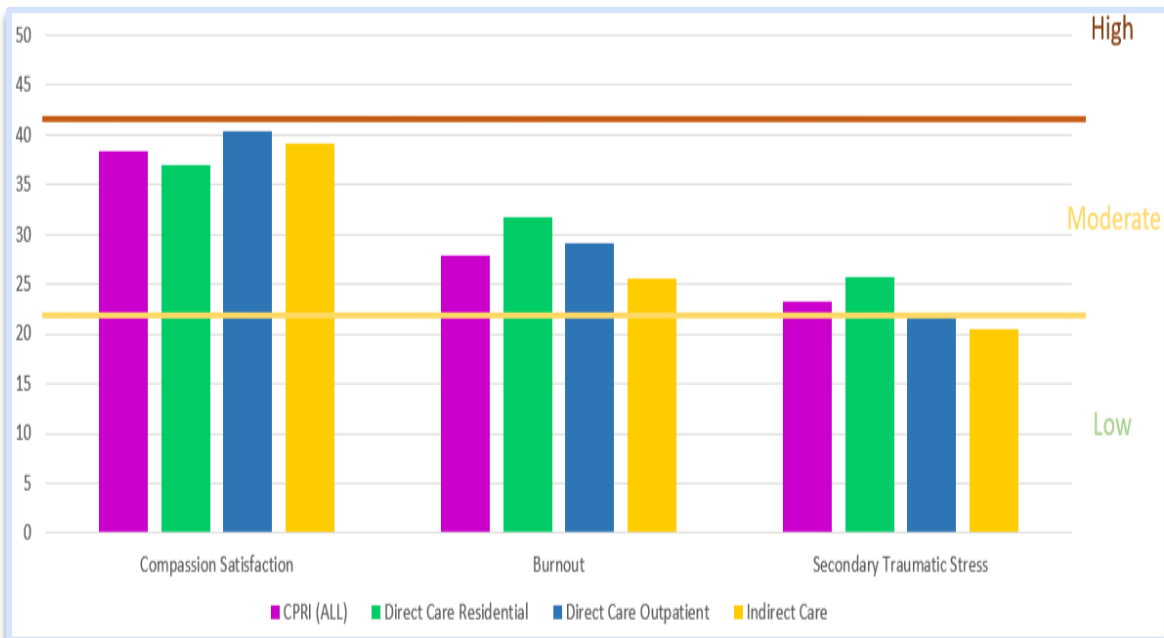
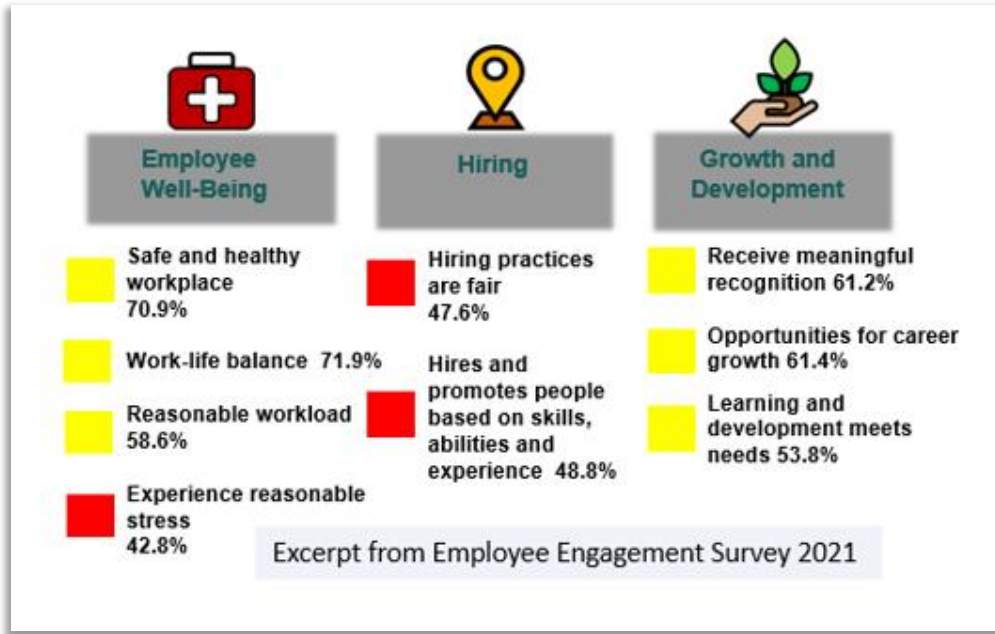
At CPRI –

- **36** Awards and Recognitions 
- **23** Supportive Resources Developed 
- **ALL CPRI** Staff trained in our Trauma-Informed Philosophy 

External to CPRI –

- **2595+** participants became trauma-informed through CYRB 
- **600+** Leaders and **1000+** Staff completed “Building a Culture of Safety” training throughout the MCCSS 
- **9** other Ministries and Ministry programs received further consultation and support 

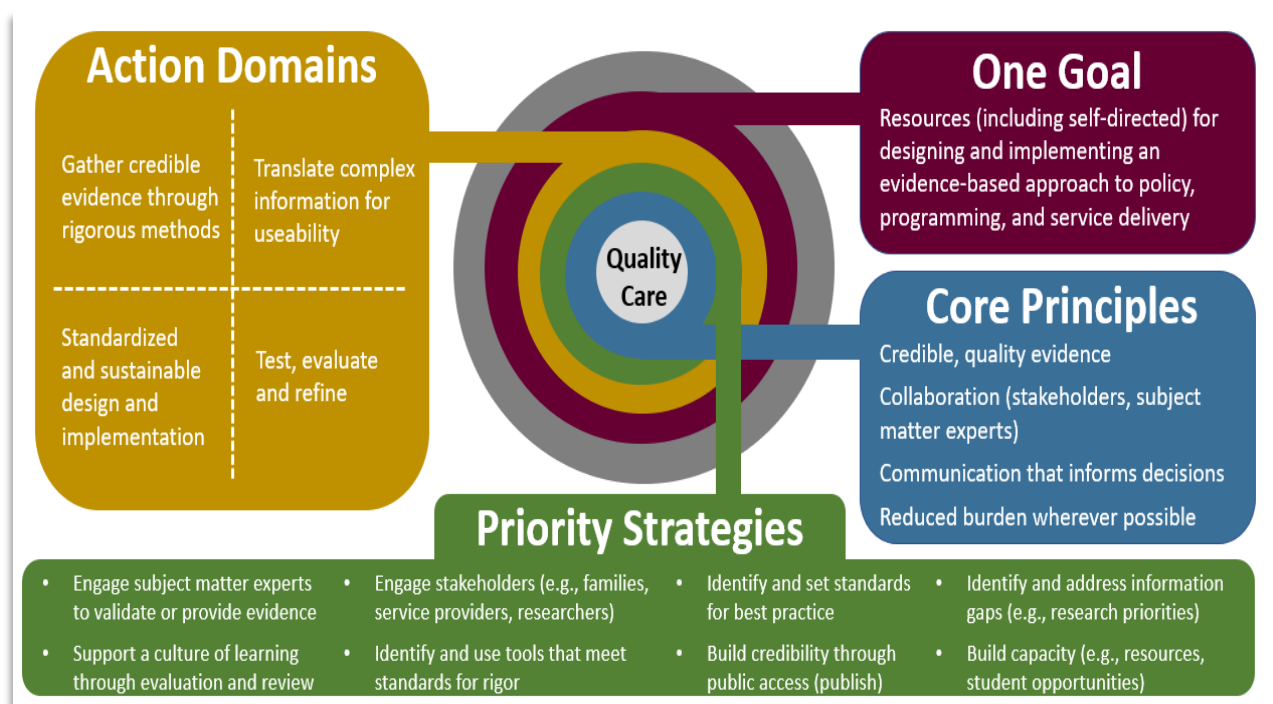
Culture Keepers use information and ideas gathered through staff engagement, to create a better work/life experience for our staff.



Excerpt from ProQOL Staff Survey 2022

Applied Research and Evaluation

This year, CPRI has started a plan to transition the work of the Applied Research and Evaluation (ARE) Department toward a focus on creating formal resources and pathways to help others design and implement high quality services, policy, and provincial programs. ARE will work to help address common design and implementation challenges experienced by service providers, policy makers, and planners using knowledge gleaned from ARE’s past design, implementation and testing partnerships with clinicians, researchers, and policymakers. At its core, ARE’s work will aim to contribute to quality care at both CPRI and ministry/provincial levels.



Operations and Finance

Year	Clients Served	Overall Average Wait to Service
2021/2022	2139	6 weeks
2020/2021	2023	5 weeks
2019/2020	2092	8.4 weeks
2018/2019	2073	5 weeks

Finance

2021-22 Fiscal Year

EXPENDITURES

(in 000s of \$)

• 2021-22 Actuals*	29,677.8
• 2020-21 Actuals**	30,324.0
• 2019-20 Actuals	30,180.2
• 2018-19 Actuals	28,840.0
• 2017-18 Actuals	28,408.8

2021-22 SUMMARY EXPENDITURES

	In \$000's	% of Total
Administration	891.9	3 %
Clinical Services	21,270.8	72 %
Homeshare	2,196.8	7 %
Operations	2,718.4	9 %
IT & Communications	846.5	3 %
Applied Research	332.4	1 %
Educational Learning	716.6	3 %
Legal, Compliance & Risk Management	703.9	2 %
Tele-Mental Health	0.5	0 %
Total	29,677.8	

