

2022 - 2023 ANNUAL REPORT

MAKING A DIFFERENCE
TOGETHER TOWARDS TOMORROW



Helping children overcome developmental challenges in their movement, play, speech, language, learning, attention and behaviour since 1978.



Stacey Gagno, OSNS Board Chair



Heather Miller, Executive Director

MESSAGE FROM OUR BOARD CHAIR AND EXECUTIVE DIRECTOR

The OSNS team continues to build the momentum of courage and adaptability that has been a theme these past few years, graciously supported by our community. As we move forward in partnership with our families and supporters, new OSNS signs acknowledging our updated mission, vision, value statement have been placed throughout the building to reflect "our path ahead."

Collaboration and partnership building with the Okanagan Similkameen communities is an ongoing focus for OSNS. We all need each other to provide and evolve the services to the communities we serve with the shared goal of meeting the community needs.

As we continue to build and expand relationships, be inclusive of all, strive to understand, the closer we move toward feeling and being connected to what matters most: health, wellness and belonging, the closer we get to our shared goals.

- Heather and Stacey





AN EXTENDED THANK YOU

to Manisha Willms, the outgoing Executive Director for her years of dedication to striving to excellence in everything she touched at OSNS.

STRENGTHENING CULTURAL COMPETENCY



The OSNS Child and Youth Development Centre respects the unique perspectives of all who we interact with and acknowledges each person's cultural context. As providers of care, we know that each of us need to reflect on our own biases and consider how those biases may impact our delivery of support services.

To foster cultural humility and safety, our organization seeks to consistently strengthen our partnerships with all Indigenous groups and communities who we interact with. We strive to build both capability and capacity to advance our knowledge and the appropriateness of our care to Indigenous children and families.

Our Commitment

Our OSNS team – staff and Board – are compelled to continually improve our services and relationship with the Indigenous families and partners in our community.

- We seek to understand personal histories of the Indigenous families we talk to
- We seek to be informed about how those histories shape daily experiences
- We seek to build trust and be humble about what we do not yet know
- We are grateful to members of the Penticton Indian Band for their generosity in sharing stories and giving us guidance.

RECONCILIATION PLAN

As an organization dedicated to a future in which every young person gets the support they deserve. We aspire to show appreciation, respect, and concern for all peoples on this land, while recognizing the unique impacts of colonialism, systemic racism, and intergenerational trauma on the health of Indigenous children, youth and families.

We are committed to:

- Reconciliation
- Actively working towards acceptable care
- Partnering with Indigenous people and Indigenous organizations

Through ongoing efforts to engage and support Indigenous children, youth and families through culturally relevant programming, we endeavour to support the Truth and Reconciliation Commission's Calls to Action, such as actively reflecting on recognizing, respecting, and addressing the distinct differences in needs for Indigenous people when it comes to healthcare

MAKING A DIFFERENCE



"Every day we have the privilege of meeting and welcoming children and their families to the Centre. Our hope is that when they are having big feelings we can do what ever we can to make sure their experience is inviting, safe and a littler easier."

- Brenda Coffin and Ashley Hitchens
Front Office Administration





LEARNINGS IS THE ROOT OF LONG-TERM ADJUSTMENT AND WELLNESS

OSNS provides evidence-based services for children who are delayed in their development of motor, communication, social, emotional and daily living skills.

TREATMENT PROGRAMS

Intervention at OSNS is evidence-based, data-driven and sharply focused on quality care. The team strives to talk about what matters to families and to be accountable for consistent progress as a multidisciplinary organization, OSNS provides integrated pediatric and early educational programming.

EARLY INTERVENTION PROGRAM

Speech-Language Pathology, Physiotherapy and Occupational Therapy for children ages birth until school entry. Treatment sessions can be Centre based, home/community based, group or individual.

AUTISM INTERVENTION

A skill-building program for children aged 2-12 with a diagnosis of Autism Spectrum Disorder. The autism program addresses social skills and communication, play, fine and gross motor skills, self-help skills and emotional regulation.

EARLY CHILDHOOD EDUCATION

Inclusive Kinderplace Preschool & Daycare programs. The specialized ECE staff team teach pro-social skills and kindness through strengths-based programming and collaborative, family-centred care.

ASSESSMENT SERVICES

Early years multidisciplinary assessments monitor for at-risk markers and coordination of autism assessments for children under 6.

FAMILY SUPPORT - SOCIAL WORK

Available to all families referred to OSNS. This includes intake meetings and navigation of the Centre and community resources, as well as ongoing support with the process of understanding services, diagnoses and advocacy.

EARLY MENTAL HEALTH WORKSHOPS

A series for parents, caregivers, and community partners includes topics on anxiety, attention deficit disorder, executive functioning and emotional resiliency. Psychology services include cognitive assessments and individual consultations.





PLAY BASED LEARNING

We are an organization with a diverse leadership and staffing team who serve a diverse and vulnerable community and we disguise hard work as play with the goal of building confidence through providing services in Early Intervention.

OUR FACILITY

We have invested time to thoughtfully design our space for optimal play-based learning. The OSNS provides an environment that is bright and happy reflecting, thoughtful planning, focused on maximizing clients' engagement in their surroundings.



Every decision we make about how we organize ourselves has to provide a space this is comforting for families and a place that is motivating for children where they can feel like they have ownership and independence. For our entrance, we have a little door scaled for children so they can feel like this is their space and that they can open the door and get into the building independent of adult help.



OSNS boasts an awesome pirate themed climbing wall. Climbing is an ideal activity to work on arm and leg strengthening, coordination and motor planning. It is also an excellent activity to help children and youth feel a sense of accomplishment as they problem solve their way up the wall.



Children at our Centre have the option of taking the slide as an alternative to the stairs. This exciting way down helps children build confidence, take risks, explore countdowns, learn balance and improve physical and visual skills.



Along with the fun of getting dirty, gardening helps children learn valuable lessons about patience, care and responsibility. Gardening provides opportunities to learn about nature, practice cooperation and where food comes from. Every spring, the friendly folks from Garden Works help bring our garden to life.



Eventually, every child will encounter a time when they experience overwhelming emotions. Without self-regulations or a safe place to escape, these emotions can spiral into a chaotic episode. Otis's Cave provides a calm place for children to take a break and diffuse their emotions.



In 2017, NHL player, Duncan Keith, partnered with the the OSNS to build an outdoor adventure playground. His donation has provided children with an engaging space to play outdoors. The even surface also makes it an improved learning area for practicing activities that require balance and co-ordination. The children love to use the track around the playground to practice riding on their bikes.

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"When families leave OSNS, we want them to feel equipped with the right tools for reaching their big dreams"

- Megan Keenleyside
Autism Interventionist Lead
Occupational Therapist



F-WORDS

Across the South and North Okanagan, we have adopted the F-words strength-based approach to developmental practice. We began in spring 2020 and have infused this holistic and culturally diverse framework into our practices. This work ensures that each family's unique and complex needs are captured in a way that is coming from a strength-based lens. It is more appropriate, acceptable and uplifting than a diagnostic model that begins by looking at deficits.

The 6 F-Words are: **Family, Function, Fun, Friends, Fitness and Future.**



EARLY CHILDHOOD EDUCATION

We have been using the f-words profile with all of the children in the preschool program. We have used our profile form but also encouraged a collage style profile that the child and family make together and then have used these to create an album for the program that children can look through to show others about themselves and also to learn about their peers common & different interests.

F- words profiles and goal sheets are used for every child who has extra support needs attending the child care programs. They are used as the backbone of the care plan created. These forms are filled in by the family and highlight their knowledge of their own child and the current priorities they have for them. This information is shared with the whole team including Supported Child Development Program to help guide goal setting for individual children.

We have created an F-Words Self Assessment form that the Early Childhood Education team been trialing to help focus on how we are integrating the F- Words practice within our programs and how we might grow our skill in doing so.

We have brought the idea of using F-Words for Child Development forward during community group meetings Changing Results For Young Children (CR4YC) & Strengthening Early Years to Kindergarten Transition (SEY2KT) and some Kindergarten teachers in School District 67 are moving to adopt using the F-Words Profiles as they get to know new children & families.

EARLY INTERVENTION & AUTISM INTERVENTION

Currently in the Early Intervention,(EI) and the Autism Intervention, (AIP) programs are completing F-words as part of initial intake with families. If another organization has completed the intake, clinicians are completing a separate F-words profile with the family. F-words has been implemented to better understand such things as the child's and family's goals, the child's support systems and the child's strengths/interests. EI clinicians and AIP behaviour interventionists take into account all of this to support their intervention.





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"As an Operations Lead, I am proud that my team members feel they can depend on me for being reliable and supporting them with IT/Facility/operational needs to ensure the centre runs seamlessly. And, I am so humbled by all my colleagues who prioritize quality care and excellent service delivery to the children and families that come to OSNS."

- Nita Khanal
Operations Lead



CARF ACCREDITATION

In February of 2021, OSNS completed their fifth accreditation with the Commission for Accreditation of Rehabilitation Facilities (CARF). Throughout the virtual three-day process, OSNS practices and programs were held up against 1134 international standards of excellence resulting in only two recommendations which included increased testing of our payroll process in the event of a disaster and another involving acquiring data on the children we serve several years after they have left our care.

OSNS received the maximum three-year accreditation for:

- Services for Children and Youth: Child and Adolescent Services
- Services for Children and Youth: Child and Adolescent Services (Autism Spectrum Disorder-Children and Adolescents)
- Services for Children and Youth: Early Intervention Services



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OSNS BOARD OF DIRECTORS

As a non-profit organization, we are governed by a volunteer Board of Directors, comprised of members of the community. The board is actively involved in shaping the direction of our organization, monitoring organizational energy, showing leadership in a culture of collaboration and respect and improving the quality of our services. The board is a driving force in maintaining an intense focus on young children and families and ensuring a track record of effective implementation.

This group of members includes educators, quality improvement leaders, financial/business leaders, parents of vulnerable children, pediatric and family practice physicians and legal professionals.



Stacey Gagno
Board Chair



John
Vice Chair



Jason Michiel
Treasurer



Lisa Niedermayer
Secretary



Ryu Okayama
Past Chair



James Rutledge
Director



Chris Gibbons
Director



Marcus Toneatto
Director



Dr. Jeff Wong
Director

OSNS ADVISORY COMMITTEE

In partnership with the OSNS Legacy Foundation Board of Directors, the OSNS Advisory Committee was established to support organizations's strategic direction including its long and short-term outcomes.

The OSNS Advisory Committee appointments are based on the consideration of areas where additional expertise / knowledge would be considered beneficial. Committee members are responsible for advising on all matters related to the quality of life of children and youth with special needs as well as providing input to improve OSNS day to day operations.

MAKING A DIFFERENCE



"OSNS continues to be a hub for families in our community. Moving forward, we will continue to implement financial strategies to work toward a more sustainable funding framework to ensure our quality services are here for the next generation.

- Melissa Tumlinson
Finance Manager



SIMPLY STATED

The goal of the Foundation is to grow sufficient funds to provide an annual interest income that covers the operating costs of the OSNS.



Mark Melissen
Board Chair



Bernice Greig
Vice Board Chair



Peter MacIntosh
Treasurer



Kathy Gross
Director



Patt Dyck
Director



Dr. Gurpal Buttar
Director



Megan Windeler
Philanthropy Associate

HOPE

"There is hope everywhere you look when you enter the OSNS Child & Youth Development Centre. You see it in the faces of the children in treatment, and you see it in the faces of their parents and caregivers. We strive to honour that hope by securing resources. We work to ensure the delivery of pediatric rehabilitation in our region for generations to come. We are thankful for the individuals and businesses who have seen the value in our mission and have provided their support towards the financial security of the Centre. Reflecting on what we accomplished in 2022, we are proud of the steps we've taken as the 'feet on the ground'. Organizing donor tours and events, creating thoughtful social media posts, engaging with donors, conducting Board strategy sessions, creating foundation collateral and building meaningful relationships. We are proud of our work with the Tim Hortons Smile Cookie campaign, breaking fundraising records by raising over \$45,000 for the OSNS Legacy Foundation. Each step that's taken towards sharing our message is a step towards more hope for the children and families who rely on OSNS each year. We are grateful to those that have stepped up to make a difference – our donors and supporters, those who listened and provided advice as we shared our Foundation goals, as well as our volunteer Board of Directors. As our fearless leaders, our Board is wholeheartedly dedicated to the Centre, to making sure it will always be there for the children who need it most. Our sincere thanks for their time, commitment and leadership."



To learn more



www.osnslegacyfoundation.org



FAMILY SUPPORT

Our family support includes parent training, emotional support, referral follow up and service coordination, and assistance in navigating access to mental health programming. We incorporate a holistic approach where all unique parts of the family unit are considered.

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"Building connections, sharing joy and laughter with the children energizes early childhood educators and leads us forward. Children's ability to find joy and laugh big every day, their desire to connect, their curiosity, how they investigate, try new things and try again as they learn inspires us to do what we do every day.

Coming alongside children as co-investigators, co-researchers, co-educators, we realize that they have as much to teach us as we teach them. Watching, listening and being open to their ideas always seems to take us places we may not have thought of on our own.

Ordinary moments of shared experience with children are the important moments, they are the building blocks, the shaping, the foundation of our future as we move together towards tomorrow."

- Ginnie Weston
Early Childhood Education Manager





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"May you be proud of the work you have done, the person you are, and the difference you have made."

Thank you Jackie Duncan for your dedication and commitment to servicing our community and improving the wellness of children throughout the South Okanagan.

From all of us at OSNS, we wish you a wonderful retirement!

**JACKIE DUNCAN
PHYSIOTHERAPIST
33 YEARS WITH OSNS**

PERFORMANCE REPORTING

Total Service Hours

Physiotherapy:	2454.58
Occupational Therapy:	2607.33
Speech Language Pathology:	2078.00
Behaviour Intervention:	5051.72
Family Support:	1073.00

Behavior Consultant:	229.00
Therapy Assistant:	1291.00
Preschool:	18,000.00
Daycare Services:	70,400.00

Areas Served



- Naramata
- Okanagan Centre
- Okanagan Falls
- Oliver
- Osoyoos
- Penticton
- Princeton
- Summerland
- Cawston
- Coalmont
- Hedley
- Kaleden
- Keremeos
- Naramata

DIVERSITY OF LANGUAGES SPOKEN



English	French	Hindi
Italian	Japanese	Korean
Malay	Pilipino	Punjabi
Russian	Spanish	Tagalog
Tamil	Urdu	Vietnamese
Dutch.	Polish	Nepali

Family Centered & Community Based Service Delivery

OSNS works hard to be present, visible, and accessible throughout our service region. We provide programs and services within our inclusive, fully accessible facility in Penticton, as well as within family's homes and community locations (schools, health centers, childcare facilities, within other community organizations).



PERFORMANCE REPORTING

The Following Represents KinderBear and KinderKids Daycare and Kinderplace Developmental Preschool

PRESCHOOL

45%

of the children have an identified special need or have accessed early intervention services

100%

of families access the government childcare subsidies to pay part or all of their fees

DAYCARE

23

Families in our 3-5 old Daycare program

22

Families in our Infant Toddler Daycare program

45%

of the children have an identified special need or have accessed early intervention services



36%

children are transitioning from KinderPlace to Kindergarten



9%

children attending have english as a second language (ESL)



106

Families in our Daycare and Preschool



Families access government subsidies to pay part or all of their program fees as we are a \$10 per day BC Child Care Site



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"Watching kids persevere through challenging activities and exercises makes me want to work harder for them"

- Jordan Bytelaar
Early Intervention Team Lead
Physiotherapist





COLLABORATIONS

We believe that the delivery of excellent care to children and youth with developmental challenges and their families must be a cross Ministry collaboration. This inspires us to work very hard in creating and maintaining strong connections with MCFD, Health (Interior Health, primary care, allied health, Provincial Health), and the Ministry of Education.

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"I have the privileged opportunity to share the OSNS story and connect with our community and families through various communications. I love showcasing our team, the direct impact of the work we do, our little ones and saying thank you. It is an ongoing conversation that is positive and informative raising awareness on the life changing impacts of early intervention and how OSNS child development services make a difference."

- Janet Glowa
Executive Assistant



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"I made a difference when I started my contract of Light Building maintenance with the Little "Iron Turtle Services" company." Preparing the building each night for the morning is a canvas for all wonderful experiences and developments that happen in this building with the OSNS team at the helm"

- Don Ludington
Owner, Iron Turtle Services



ABK Restoration
 Ashley Homestore
 Auxiliary to the Penticton Regional Hospital Society
 Barry Beecroft Fuel Distributors Ltd
 Bernice Greig Law Corporation
 Betts Electric & Security Ltd
 Bob's Door Service Inc
 Boyd Autobody and Glass Kelowna
 Boyle & Co. Lawyers
 City Centre Fitness
 Columbia Elementary School
 Community Foundation Of South Okanagan
 Creative VocalWorks
 Downtown Penticton Association
 Envision Financial
 First West Credit Union
 Fountain Tire
 Fraternal Order of Eagles 4281
 Gateway Casinos & Entertainment Ltd.
 Greyback Construction
 Greybird Consulting Inc.
 Home Hardware
 Hometown Furniture & Appliances Ltd.
 Hoodoo Adventures
 Investor's Group
 Iron Turtle Services
 Jafa Signs Ltd.
 Kiwanis Club of Penticton
 Knights of Pythias
 L&H Storage
 Labourers' Advancement Fund
 Lang Vineyard
 Local Colour Talent Agency Inc
 Neighbourhood Brewing
 Okanagan Motorcycle Riders Association
 OKV Chartered Accountants
 Parkers Chrysler Dodge Jeep
 Patrick M. Dowler Law Corporation
 PayPal Giving Fund Canada
 Penticton Elks 51
 Penticton Firefighters Charitable Society
 Penticton Foundry Ltd
 Penticton Lakeside Resort and Conference Centre
 Penticton Lions Club
 Penticton Sno-Trackers Snowmobile Club

Penticton Toyota
 Peter's Bros Construction Ltd.
 Pythian Cerebral Palsy
 Ramada Penticton Hotel & Suites
 RBC Foundation
 Return It Express
 RE/MAX Penticton Realty
 Rona
 Rotary Club of Penticton Sunrise
 Royal Bank of Canada
 Royal Canadian Legion Branch 22
 Royal Canadian Legion Branch 227 Ladies Auxiliary
 Royal Canadian Legion Branch 40 Ladies Auxiliary
 Shaw Communications Inc
 Sociale by Villa Rosa Restaurant
 Summerland & District Credit Union
 Summerland Health-Care Auxiliary
 Summerland Taxi
 Swagman
 The Cannery Brewing Co Ltd
 Theo's Restaurant
 Tim Hortons
 United Way Southern Interior BC
 Valley First a Division of First West Credit Union
 VCM Autoservice Inc.
 Walmart Canada Corp
 Westbank Dental Care
 Wildstone Construction & Engineering Ltd



We acknowledge the financial support of the Province of British Columbia



Fest of Ale grant funding helps support the OSNS Lending Library since 2009

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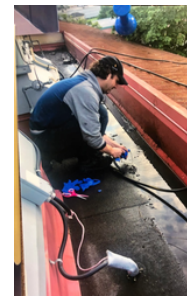
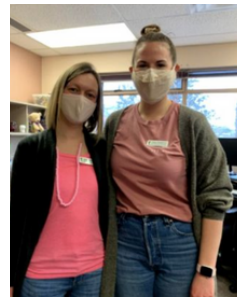
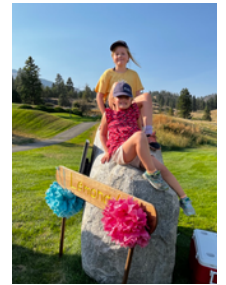


"I am grateful every day for my work with OSNS and the OSNS Legacy Foundation to tell the story of our Centre. Working with members of our community in our shared vision of impacting kids and families in our region is extremely fulfilling. I will continue striving to make a difference to the fundraising success and awareness building of this important resource in our community."

- Megan Windeler
Community Engagement



2022 HIGHLIGHTS



MAKING A DIFFERENCE



"Coming to Penticton I first worked at the Penticton Herald during which time learned of OSNS and met then executive director Judy Sentes. The single commitment of everyone associated with the centre, to help children, was overwhelming and the reason I decided to help as much as I could through my work. I hope by letting the general public know of the work it would maybe help just a little reducing the waiting list of deserving children for the OSNS services. I try to make people the highlight of my stories in all cases and there are no shortage of stories at the centre.

- Mark Brett
Writer / Photographer



"I had the honour of working with the great team at OSNS through a time of tremendous growth and change. We converted our 800+ children's charts into e-files, had two successful CARF accreditations, added an online auction to the Telethon, opened a new day care, developed important new partnerships in the community (Wildstone as an example) and further afield (Duncan Keith) and began the process of setting up the Foundation. There wasn't a single day that passed without being touched by the overwhelming courage of the families and children and the humble support of the multi disciplinary team. There also weren't many days where we didn't say "Well, you don't hear that at most workplaces".

- Cathy Brett
Former Executive Assistant at OSNS



TOGETHER TOWARDS TOMORROW

THANK YOU FOR YOUR SUPPORT



www.osns.org

WE ARE OSNS