
Case for Support



Lake Ridge

COMMUNITY SUPPORT SERVICES

2022

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“Individualizes service for individual needs”

NON-PROFIT

The last two years have been extremely challenging for many organizations in the not for profit sector within the Region of Durham. Lake Ridge Community Support Services (LRCSS) like many other local non-profit organizations didn't just survive the past two years, but emerged stronger, more resilient, innovative and relevant. They have taken their cues, and been inspired by the community around them, the staff within and the clients in which they serve.

In February 2019 the provincial government announced changes to the Ontario Autism Program (OAP). The OAP funding had been in place since 2001 and was transferred into the LRCSS portfolio in 2005. The announced changes meant that the direct government funding to agencies like LRCSS would see a decrease. Funds instead would be provided directly to families and they would determine what core services their family would purchase through the fee based services and programs that are provided. Within this newly announced model the decisions on what services to purchase would be left entirely to the families. At this time the transition of funding is not complete leaving a number of families awaiting assessment while others are not receiving the amount of funding required to meet their service requests or individualized needs. In order for LRCSS to continue to provide exceptional individualized programming without allowing for gaps in service, increased wait times or service disruptions, we have started to seek out grants, host fundraisers and request funds from both private and corporate donors. There is currently a critical need for funding and the many changes that have been required in order for us to provide services and access to service for the children, youth and adults during a time of such world-wide upheaval has been an ongoing challenge and one that we hope you will consider partnering with us to concur.

ABOUT US

Lake Ridge Community Support Services was established in January of 1986 as a result of a joint effort between the Ministry of Children, Community and Social Services (MCCSS) and agencies within the Region of Durham and Northumberland County to provide support to individuals with Intellectual Disabilities and Autism Spectrum Disorder. In March of 1990 Lake Ridge Community Support Services completed its incorporation and started to operate autonomously. Although the organization has transitioned in a variety of ways over its tenure its purpose, vision and mission have never waived.

Our organization now provides service and support programs for children, youth and adults living within the Region of Durham.

We offer our programs and services using multiple locations including partnerships with local school boards, congregate living agencies, leased spaces and partnerships with local agencies (e.g Grandview Children's Centre, Kinark, etc.)



OUR VISION

To provide evidence-based individualized behaviour therapy service to support children, youth and adults with intellectual disabilities and autism spectrum disorder.

OUR MISSION

All individuals will have the opportunity to reach their unique potential.

OUR BELIEFS

- Each individual is entitled to the opportunity to reach their individual potential
- Parents are the ultimate influencers in their children's lives
- Professionals and caregivers have the power to influence outcomes for individuals and families
- Knowledge is power; empowered people can accomplish anything

COMMITMENT TO SERVICE EXCELLANCE

- Individualized service for every family
- Providing comprehensive educational opportunities for all
- Performance-driven by empirical evidence put into practice
- Creating a strong culture through employee engagement

DIVERSITY

Lake Ridge Community Support Services respects, values and celebrates the diversity of the people who make up our community. In our commitment to excellence and fairness, Lake Ridge Community Support Services seeks to recognize and remove barriers to full participation.

GOVERNANCE & STAFFING

Founded and governed by a Volunteer Board of Directors who provide invaluable services to our organization.

Current Board of Directors:

- Tracey Tink - President
- Darla Price - Vice President
- Warren Palmer - Secretary/Treasurer
- Jim Jackson – Member
- Andrew Allison - Member
- Kandarp Patel - Member
- Nader Danyal - Member
- Karen Charpentier - Member



Current Leadership Team:

Executive Director – Sandie Hoskin

Clinical Directors:

Renée Ruddock

Karen Chartier

There are 100+ employees across the agency.

All clinicians are either accredited Board-Certified Behaviour Analysts (BCBA), Registered Behaviour Technicians (RBT), behaviour consultants or other qualified, experienced professionals and abide by a professional and ethical code required by the Behaviour Analyst Certification Board (BACB).

Staff successfully developed our own in-house Lake Ridge Behaviour Technician Training for all new staff who join our Agency. This included guidelines and parameters for telehealth client services and parent training.



WHAT WE DO

We provide a wide range of individualized behaviour therapy services to assist children, youth, and adults of all ages with a diagnosis of Intellectual Disability (ID) or Autism Spectrum Disorder (ASD) to improve their social awareness and develop alternatives for challenging behaviour using the principles of Applied Behaviour Analysis (ABA).

Our services include individual behaviour therapy services and group services. Applied Behaviour Analysis (ABA) is a scientific approach to understanding behaviour. ABA refers to a set of principles that focus on how behaviours change, how they are affected by an environment as well as how learning takes place. The behavior refers to skills and actions needed to talk, play, and live.

Applied Behavior Analysis (ABA) uses principles rooted in evidence-based science to understand, and decrease challenging behaviour and teach new behaviours and skills that are important to individuals, their families, and the community. Skills can vary across developmental domains including: communication skills, social/interpersonal skills, motor skills, personal responsibility/adaptive skills, play and leisure skills, school readiness, cognitive functions, vocational skills (to increase success in work place setting), self regulation/emotional regulation, and challenging behaviours (teaching appropriate alternative skills/coping skills).

Our treatment goals are collaboratively established with the individual and/or caregivers to promote growth, independence, and an improved quality of life.

During our services, our clinicians conduct functional assessments, develop individualized behaviour plans using evidence-based intervention strategies, and provide training to the individual's support system. These services can be offered at home, at one of our centres/office locations, virtually, within the community, or a combination of modalities.

A core part of our service is teaching caregivers/mediators skills to help implement our training at home, in the community, and at school so they have the skills required to manage situations that arise.

PROGRAMMING

When faced with the impact of the COVID-19 pandemic our organization remained committed to ensuring we could continue to offer quality individualized services within both our funded and fee-based programs. Our sudden inability to provide in-person services required our dedicated team of clinicians to quickly transform our service delivery model into a telehealth model to ensure our clients had minimal interruptions in their treatment plans to reach their goals. This was done through learning from best practices in telehealth and through input from our clients. We were able to work collaboratively with our Durham District School Board (DDSB) partners to pivot our treatment classrooms to a telehealth platform to ensure that students had minimal interruptions in their learning objectives.

In order to resume in-person services safely, our team developed high standard health and safety protocols to ensure the safety of staff and clients in the provision of in-person services. Telehealth continued to be a service option for our clients once in-person services resumed. The feedback we have received regarding telehealth indicates that it is a preferred mode of service for some of our clients. Therefore, we will continue to offer telehealth as an optional preferred modality post COVID-19 pandemic.



ADULT, CHILDREN/YOUTH 20/21 STATISTICS

- **209 Adults Served**
- **67 children served in OAP Intensive and Focused Program in partnership with Kinark and Grandview Children's Centre**
- **61 Children and Youth with Intellectual Disability or Autism Spectrum Disorder Served**
- **61 New Adult Referrals for Services**
- **7 New Child Referrals for Services**
- **61 clients living in care had quality assurance measure follow-up provided**
- **141 Children, Youth and Adults waiting for service**

CURRENT WAIT TIMES FOR FUNDING PROGRAMMING

- **Adults in Service 1.5 Years**
- **Children and Youth in Service 1.1 years**

TRAINING DATA SUMMARY STATS

- **748 individuals attended educational sessions**
- **2,333 individuals viewed our agencies video library**
- **252 Private Caregiver Facebook Group Followers**
- **179 Foundational Family Service Portal Enrollments**

FEE BASED PROGRAMMING

Our fee-based service teams continue to experience success and renewals. With such success, we were able to create another team to provide services however by the summer of 2021 the additional team was at capacity. Over the past year our fee-based service team has been able to streamline our service navigation process, creating ease and efficiency for families and clients, while our clinical team has created policies and parameters to ensure a high quality of service to all families.

Our fee-based service, like our funded service, was offered in-person and virtually based on individual needs. We continued to offer a variety of service delivery options from intensive, to focused, to consultative depending on individualized need and recommendations. We continued to update our social skills groups and developed new groups, such as Puberty for Youth, while also successfully offering our specialized programs for toileting and eating selectivity to those families who requested this service.



ONTARIO AUTISM PROGRAM - INTENSIVE PROGRAMMING

The intensive portion of the OAP continues at this time to be funded by the Ministry of Children, Community and Social Services (MCCSS). We offer this service in partnership with Kinark Child and Family Services throughout Durham Region for children up to the age of 18. The intensive portion of OAP, commonly referred to as OAP-I, is a highly structured program based on the principles of Applied Behaviour Analysis (ABA). This program operates Monday through Friday and is a comprehensive approach used to decrease behaviour challenges and teach skills such as emotional regulation, communication, socialization, self-help, pre-academics and play.

At this time the families within this program are still currently waiting for the Ministry's rollout of the new needs-based OAP that was outlined in our introduction. We are confident that we will be able to assist our current clients' through the transition into the new service model once it is officially made available. Our clients and families have experienced far more over the past year. The pandemic has served as a life teacher and has resulted in face-to-face service being suspended 4 times. Although we were able to pivot and continue to strive to meet our vision of helping as many clients as possible through the use of our telehealth services and creative mediator training we were only able to do this for the clients and families who chose to participate. Clients that participated in these adjusted services have continued to work towards reaching their full potential, regardless of the ever-changing landscape. In some circumstances however, it was not possible for all of our clients and families to thrive in this new service model virtually so support through regular correspondence, and check-ins was provided.



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OUR CAMPAIGN - ABAFORALL

There is a significant barrier for many children with autism to overcome in order to reach their unique potential. It's not autism or anything related to autism. In fact, it has nothing to do with autism at all.

IT HAS TO DO WITH OUR CAPACITY TO SERVE THEM.

At any one time, there are 1,553 kids in Durham Region on the autism spectrum. Bright wonderful children whose unique perspectives are valuable and whose potentials are limitless.

If only we could give them the support to reach for it. That is what Applied Behaviour Analysis does. It provides clinically proven principles and techniques to help teach independence, social skills and coping skills to children who need them.

Technically, there is no "waitlist" for services like ABA in Durham Region and yet families are waiting up to a year or longer for those services because we don't yet have the funding to support everyone in need or those with funding have difficulty accessing services due to long waitlists before their funding expiry date.

It is our mission to eliminate this financial barrier so no individual is left behind - we want to ensure that every child in the Durham Region in need of behaviour therapy can access it.

This will be accomplished through the development and launch of our ABA for all scholarship fund. This fund will support families in our community who require additional financial support.

Our fundraising goal is to raise \$50,000 annually



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TESTIMONIALS

"I WOULD LIKE TO EXPRESS MY THANKS TO YOU, OUR CLINICIAN, AND EVERYONE WITHIN YOUR AGENCY THAT HELPED MY SON IMPROVE SO MUCH OVER THE LAST YEAR AND A BIT. YOU GUYS ARE AWESOME, PROFESSIONAL YET UNDERSTANDING AND HUMANE."
— PARENT OF A 7 YEAR OLD WITH ASD

"WE'VE ENROLLED OUR SON IN SO MANY DIFFERENT PROGRAMS, AND THIS IS THE FIRST ONE WE'VE EVER SEEN ANY TANGIBLE RESULTS. BOTH OF US WANTED TO GIVE YOU OUR DEEPEST THANKS. IT WAS A GREAT EXPERIENCE."
— PARENT OF 11 YEAR WITH ASD

"I WANT TO SAY THANK YOU TO BOTH OF YOU AND EVERYONE ELSE AT LAKE RIDGE FOR THE WORK WITH MY SON OVER THE LAST 14 MONTHS. MY WIFE AND I HAVE SEEN TREMENDOUS GROWTH WITH OUR SON AND ARE VERY HAPPY AND ENCOURAGED WITH THE PATH HE IS ON."
— PARENTS OF A 6 YEAR OLD BOY WITH ASD

OUR PARTNERS



YOUR SUPPORT MEANS THE WORLD TO OUR COMMUNITY

Help us with this mission



Share our mission on social media



Participate in one of our events



Donate at lrcss.com/donate



Partner with us to host an event



#ABAforAll

@lrcssaba



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