



Lake Ridge

COMMUNITY SUPPORT SERVICES

2018-2019 ANNUAL REPORT



*Individualized, Quality,
Behavioural Services*



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April 1, 2018 to March 31, 2019

MISSION STATEMENT

We use evidence based individualized behaviour therapy services to help children, youth and adults with intellectual disabilities and autism spectrum disorder to maximize their potential in the community.





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Sandie Hoskin

Message from the

EXECUTIVE DIRECTOR

Another year of change and growth for Lake Ridge Community Support Services. All of the staff of Lake Ridge have been very busy with multiple projects throughout the year.

In the spring of 2018, after the election we saw a government change from a Liberal government to a Progressive Conservative (PC) government. One of the first changes we experienced was a ministry name change. Our agency was previously reporting to two ministries and now we are reporting to one combined – the Ministry of Children, Community and Social Services (MCCSS).

The start of the 2018 fiscal year saw some budget adjustments through adult services. MCCSS added a small amount of stabilization funding, as well as some funding to help respond to the Bill 148 impacts. Also in the fall of 2018, the Ministry granted annualized funding for an additional staff to help meet the Quality Assurance Measures (QAM) pressures from partner agencies. We were able to hire an additional consultant to meet some of the QAM needs.

Over the course of the year, the Ontario Autism Program (OAP) also saw some significant changes. In the fall, there was a temporary funding increase to allow for foundational services to help support families who were on the waitlist. Lake Ridge received a small amount of funding to create caregiver education videos, provide additional educational workshops throughout the year at a variety of locations across Durham Region, as well as a new social skills group for young children waiting for services. This foundational work wrapped up March 31, 2019.

On February 6, 2019, the PC government made a significant announcement regarding changes to the OAP. These included changing the funding model from a direct service and direct funding model to a straight direct funding model where families would receive a pre-determined amount of money for services based on their child's age. The family will have the choice of how they want to spend their money. At the end of the fiscal year, March 31, 2019, planning and decisions were still underway at the Ministry level. Lake Ridge began planning for a change to a fee for service model to continue supporting families with children and youth with autism spectrum disorder.

In the fall of 2018, Lake Ridge was very busy. We started work on our first official Strategic Plan. A consultant from Baker Tilly was hired to work with staff, partners and the community to develop our plan. Interviews, group sessions and a survey were all completed. The work was put on hold in February 2019 when the OAP changes were announced. A new mission statement was established: ***We use evidence based individualized behaviour therapy services to help children, youth and adults with intellectual disabilities and autism spectrum disorder to maximize their potential in the community.*** As well, a tagline was developed:

Individualized, Quality, Behavioural Services

Another change in the fall included a new partnership with the Durham District School Board. We collaborated to create a complex needs classroom. The partnership includes use of a classroom within the school for students with complex needs. The school board provides the location and the teacher, while Lake Ridge provides the clinical oversight and staffing.

In October 2018, we hosted our first in-house staff training day called Rooted In ABA. All Lake Ridge staff and a few staff from partner agencies had the opportunity to join in on a full day of education and sharing. Dr. Kendra Thomson from Brock University was our invited guest speaker for the morning. During lunch and throughout the afternoon, staff presented educational sessions and research posters regarding ABA. The event was well received and we are planning to host this event again in 2019.

Lastly, we introduced 2 new staff recognition awards. The first award was the Culture and Spirit award. Through peer nomination this award is given to someone who embodies the culture and spirit of Lake Ridge. The award was given out at our annual holiday celebration in December 2018. The second award is called the "Shout Out" award. This award is given out monthly to staff who have been recognized by their peers for doing something great and notable during that month. Both awards have been well received by staff.

Through all the change, uncertainty and new developments, the staff of Lake Ridge have been resilient and helpful. They value the work we do and the service we provide and continue to contribute information, feedback and ideas to help the agency continue to grow and move forward.

Along with the staff support, the Board of Directors have shown continuous dedication and support through all the changes Lake Ridge has been experiencing. They have provided guidance, direction and feedback throughout all of the adjustments over the past year.

Lake Ridge is continuing to grow and develop programs for a successful year to come, with a strong team of support from all staff and the Board of Directors.

Continuing to look and move forward,



SANDIE HOSKIN

Executive Director

PROGRAMS



Karen Chartier
Clinical Director, CBT and OAP

COMMUNITY BEHAVIOUR THERAPY PROGRAM

The Community Behaviour Therapy Program is funded by the Ministry of Children, Community and Social Services (MCCSS). The team provides services to children and adults with an intellectual disability (ID) or autism spectrum disorder (ASD). This service is offered in the form of individual treatment, group education and short term consultation services. This program also provides autism services through consultative and group behaviour therapy to children and youth with ASD.

In partnership with Central Network of Specialized Care (CNSC), Lake Ridge Community Support Services (LRCSS) continued to provide short term behavioural consultation services for adults with complex needs. In this service, a Behaviour Consultant provides short term support to community based behaviour agencies, professionals, and families across the Central East Region, to assist individuals with challenging behaviour who are presenting significant challenges to their support network and reduce an imminent risk such as homelessness or significant injury to others or self. Short term consultative services were provided to 40 clients during this year in this service.

361 new referrals for children, youth and adults

344 adult clients served

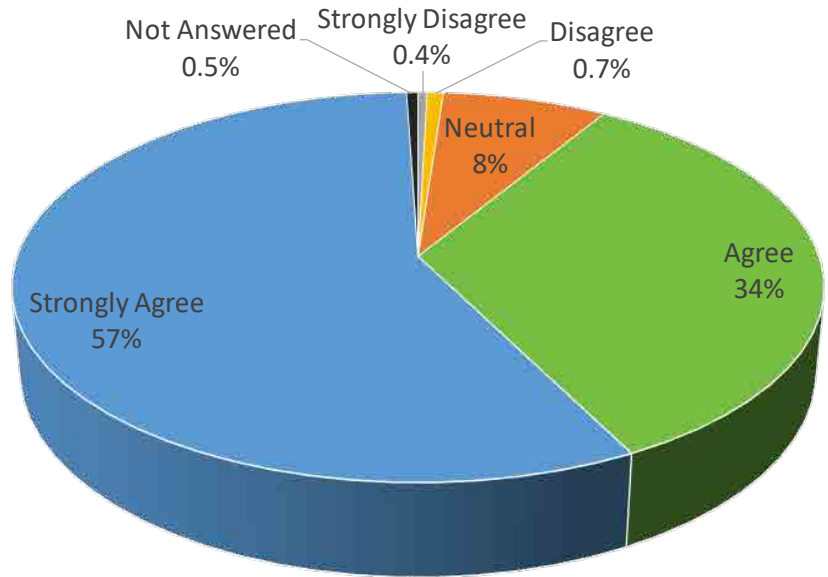
41 children and youth with intellectual disabilities served

4 Adult Education Groups

7352 service contacts

Current wait time for services: 1.5 years

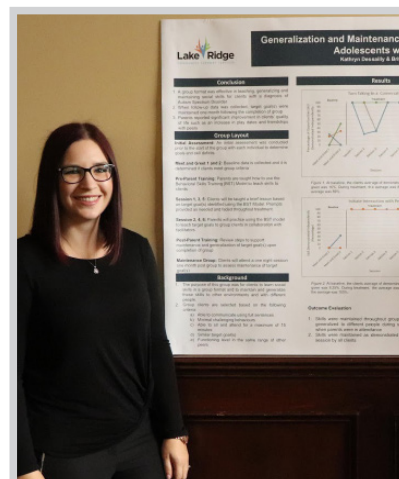
Satisfaction surveys are given to individuals and caregivers throughout the year. Last year we received **63** completed surveys. To highlight, **98%** of respondents felt the therapist was thorough and competent in the services they provided, **98%** felt they learned strategies they could use with their child at home, and **92%** felt that if needed, they would recommend this service to others.



**Lake Ridge Community Support Services
Satisfaction Survey Results 2018-19**

ABA TREATMENT CLASSROOM

LRCSS provides clinical services to 2 treatment classrooms (8 students in total). These programs are delivered in partnership between Lake Ridge Community Support Services and the Durham District School Board (DDSB) and Grove School. The purpose of these programs are to enhance resources to students with autism spectrum disorder by providing a specialized assessment, treatment, educational option utilizing the principles of Applied Behaviour Analysis. Referrals are made by a DDSB Area Team Facilitator and School Team SERT.



ONTARIO AUTISM PROGRAM (OAP)

The OAP is funded by the Ministry of Children, Community and Social Services (MCCSS). Lake Ridge Community Support Services (LRCSS) partners with Grandview Children’s Centre, Resources for Exceptional Children and Youth, and the University of Ontario Institute of Technology (now known as Ontario Tech University) to offer Applied Behaviour Therapy (ABA) consultative services in Durham Region. Throughout this past year, over 155 children and youth received services in this program. Many of these children attended a social skills group in which they had the opportunity to develop social skill goals in a fun learning environment.

In the fall of 2018, additional funds were given for foundational services for families receiving service and on the waitlist.

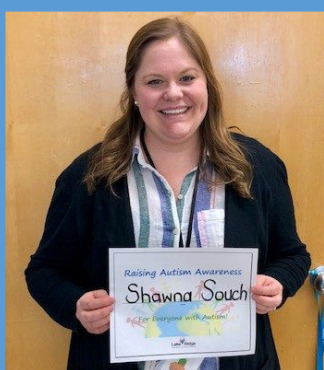
Through this additional funding we were able to increase our parent training workshops to a total of 25. These workshops were offered from April 2018 to March 2019 on a variety of topics and resources for parents, at no cost. Survey results showed many parents found the instructors very knowledgeable, the content useful and that they'd like to return again to learn about additional topics. We also developed 6 educational videos that are available on our website for parents and caregivers.

Lastly, we introduced a Communicate, Learn and Play group. This workshop and play group series focused on strategies to support early communication development for children under 5 years old with autism spectrum disorder (ASD).





During Autism Awareness month, we asked our staff to nominate individuals on their team who demonstrate a passion for making a difference for individuals with autism through the work they do at LRCSS.

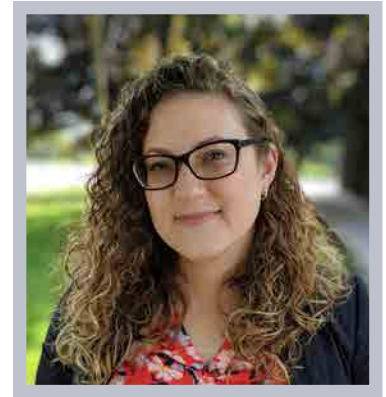


Shawna Souch, Registered Behaviour Technician™ (RBT®), was nominated by her team for continuously going above and beyond for all of our clients. As a team leader, Shawna always has a positive attitude that encourages her team to always work to their full potential. For Autism Awareness month, Shawna designed and made beautiful t-shirts for her team to wear to promote autism awareness.

Joanna Salvagna, Registered Behaviour Technician™ (RBT®), is one of our newer members to the Lake Ridge team. Since joining, she has made an impact in our clients' lives, continuously going above and beyond to provide quality treatment by promoting independence with the clients she supports. During Autism Awareness month, Joanna created an opportunity for collaboration with our clients within their school to promote inclusion and spread awareness.



ONTARIO AUTISM PROGRAM INTENSIVE (OAP-I)



Renee Ruddock
Clinical Director, OAP-I

Lake Ridge Community Support Services (LRCSS) provides the provincial intensive portion of the OAP, in partnership with Kinark Child and Family Services, in Durham Region to children up to the age of 18 and continues to be funded by the Ministry of Children, Community and Social Services (MCCSS). The intensive portion of the OAP, referred to as OAP-I, is a highly structured program based on the principles of Applied Behaviour Analysis (ABA). The intensive 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.

In November 2017, the Durham OAP-I team expanded by adding an additional team referred to as the Focused Team. The Focused Team continued this year to work with clients who required 6 to 18 hours of service per week. The team consisted of a Clinical Supervisor and four Level 2 Behaviour Technicians. Service is provided in a current LRCSS location, the family home or the community. The Behaviour Plan is developed in consultation with the family and other caregivers involved and is reviewed regularly.

Between April 1, 2018 and March 31, 2019, the OAP-I serviced 58 clients and the Focused Team serviced 16 clients. Both programs combined provided service to a total of 74 clients.

Marketplace
vendors

October 20, 2018



Annual Autism
Fun Fair
May 8, 2018



On May 8, 2018, LRCSS staff organized and held our Annual Autism Fun Fair to raise money. The fundraiser was held at Dr. Robert Thornton Public School which currently hosts the Whitby Transition Classroom and our Dr. Robert Thornton Centre. The fair included games, a food truck, raffle prizes, along with many other fun activities that were organized. After expenses the fundraiser was successful and raised just over \$2200. Community residents, school staff, as well as past and present clients were in attendance making this another successful event. The money raised was utilized to purchase additional assistive technology and materials for the OAP-I program.

On October 20, 2018, LRCSS staff organized our first LRCSS Marketplace at Dr. Robert Thornton to raise money for Breast Cancer. Over 25 vendors purchased a table and sold their products. The event was very well received by the community, and LRCSS will be hosting another marketplace this fall. The event raised \$800 for the Durham Breast Cancer Society.



FEE FOR SERVICE PROGRAM

Lake Ridge Community Support Services offers a range of behaviour therapy services to assist children, youth and adults with a diagnosis of intellectual disability or autism spectrum disorder to improve their social awareness and develop alternatives for challenging behaviour using the principles of Applied Behaviour Analysis (ABA). In this service, treatment goals are collaboratively established with the individual and/or caregivers to promote growth, independence, and an improved quality of life. During this service our trained clinicians conduct functional assessments, develop individualized behaviour plans using evidence-based intervention strategies, and provide training to the individual's support system. All services are supervised by Board Certified Behaviour Analysts (BCBA). This fiscal year we provided service to 90 children, youth and adults.

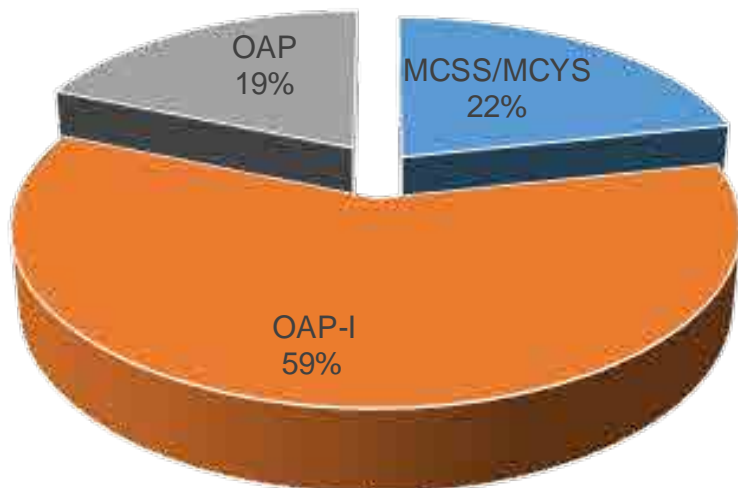


FINANCIAL RESOURCES AND ALLOCATIONS



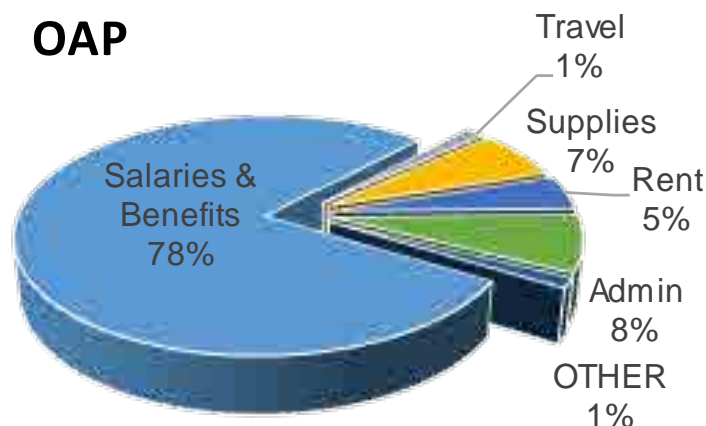
Throughout the 2018/19 fiscal year, Lake Ridge Community Support Services (LRCSS) saw a short-term (7 month) increase in funding to the OAP program as part of the commitment from the Ministry of Children, Community and Social Services (MCCSS) to support families on the waitlist through foundational services for children and youth with an autism spectrum disorder (ASD) diagnosis.

REVENUE SOURCES

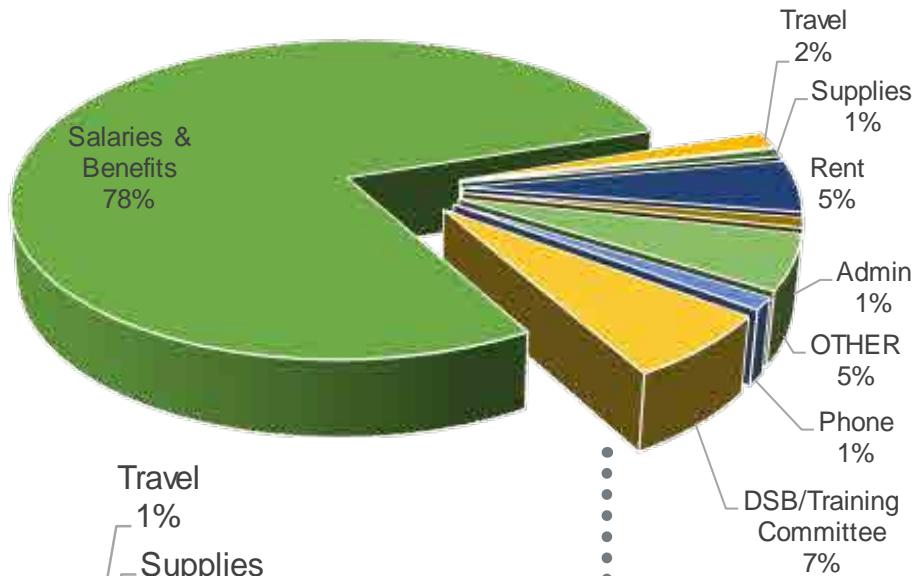


LRCSS also saw an increase to funding for adult services to support Quality Assurance Measures (QAM) requests from partner agencies. Approximately 78% of the budget went to salaries and benefits.

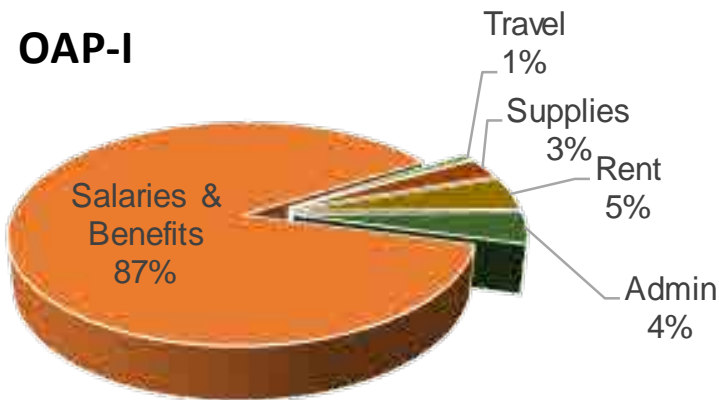
OAP



MCSS/MCYS



OAP-I



During Autism Awareness month, we asked our staff to nominate individuals on their team who demonstrate a passion for making a difference for individuals with autism through the work they do at LRCSS.



Carly Farrugia, Behaviour Technician, was nominated by her team for her uplifting spirit, adding a positive energy for every member of the team. Carly is quick to share her knowledge and support and an admired asset to her team. Carly's love for ABA shines through with everything she does for both staff and clients.

Ujeeta Mistry, Behaviour Consultant, is a great leader and strives to make a difference by putting the clients' needs first and advocating to ensure that the best service is always being provided. She promotes autism awareness by being an active member of the Autism Fun Fair planning committee, contributing to its success.



TRAINING AND RESEARCH



TRAINING AND WORKSHOPS

Lake Ridge Community Support Services (LRCSS) staff attended **446** hours of training throughout the year including presentations, conferences and webinars.

LRCSS also presented training to local agencies through education events. Topics included:

- The Anxiety Toolbox: Intro to Anxiety & Emotional Regulation
- Exploring Mental Health Issues and Developmental Disabilities
- Pathways to the Future - Looking Beyond Secondary School
- Common Language and Understanding Reinforcement
- Promoting Enjoyment



OAP FOUNDATIONS PROJECT

In partnership with Grandview Children's Centre, from September 2018 until March 2019, we received funding to develop parent and caregiver training resources for parents of children and youth with autism spectrum disorder (ASD). During this period, a team of trained clinicians developed and presented many parent training workshops. These workshops were on a variety of topics related to improving skills of children and youth with ASD. These workshop topics included teaching emotional regulation skills,

increasing activities of daily living and many more. During this period we offered workshops in a variety of locations throughout Durham Region. Parent feedback from these workshops were favourable and guided development of additional topics. Through this project, 6 teaching video resources were also developed to assist parents to understand foundational concepts related to Applied Behaviour Analysis. These videos included reinforcement, functions of behaviour, etc. The videos are available on our website. This project also offered a Communication, Learn and Play program for children under age 6 with ASD. During this 5-week interactive play group, facilitators supported parents and children by modeling strategies and providing feedback to promote skill acquisition throughout the play groups.



LRCSS at various training events throughout the year



Parent Training workshop topics included:

- Welcome to OAP - Orientation
- Changing Bodies, Changing Lives
- Get Angry
- Social Skills 101
- ABA 101
- Motivation 101
- Activities of Daily Living Skills
- Introduction to Anxiety & Emotional Regulation
- Stand Up to Bullying



RESEARCH GRANT

Lake Ridge Community Support Services Ministry of Children, Community and Social Services (MCCSS) Research Grant Project: ***Effects of Behaviour Support Plans based on the MCSS Quality Assurance Measures and Support and Living Arrangement Variables on the Challenging Behaviour of Persons with Intellectual Disabilities*** is well underway. Project completion date is fall 2019. We currently have 5 out of a target of 14 participants in treatment phase of the project. The overall goal of the project is to identify mechanisms to reduce challenging behaviour in adults with intellectual disability and its associated costs, and increase the quality of life for persons with intellectual disability.

Through a research partnership with Brock University, Katey Danaher, Jim Haesen and Andrea Simpson published a research article titled “An Evaluation of Behavioral Skills Training for Teaching Caregivers How to Support Social Skill Development in Their Child with Autism Spectrum Disorder” (2018) in the **Journal of Autism and Developmental Disorders**.



During Autism Awareness month, we asked our staff to nominate individuals on their team who demonstrate a passion for making a difference for individuals with autism through the work they do at LRCSS.



Melissa Legree, BCBA® Clinical Supervisor, was nominated by her team because she is a passionate Behaviour Analyst and advocate for evidence-based autism supports. Melissa supervises ABA clinicians at Lake Ridge and ensures that our clients with ASD and their families are receiving high quality services. Melissa is an active member of the Ontario Association for Behaviour Analysis Jurisprudence Committee which is in the process of developing a Jurisprudence examination for behavioural practitioners in Ontario. Melissa continues to inspire and support our Lake Ridge clinical team to be ethical, scientific, compassionate and exceptional.

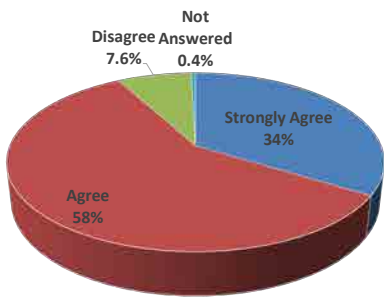


APPROVED CONTINUING EDUCATION (ACE)

The Behavior Analyst Certification Board, Inc.® (BACB®) approves providers of Type 2 Continuing Education (CE). Lake Ridge Community Support Services (LRCSS) is an approved provider. This designation allows qualified LRCSS staff to host education events and provide CE credits to BCBA or BCaBA attendees. During 2018, LRCSS hosted 13 CE events for internal and external clinicians. CE was provided to 97 professionals. A total of 2017 CE units were issued.



Kendra Thomson (PhD, BCBA-D)



Rooted in ABA Satisfaction Survey Results, October 22, 2018

ROOTED IN ABA CONFERENCE

In the fall of 2018, Lake Ridge held a conference dedicated to the science and practice of applied behaviour analysis (ABA) for all staff. LRCSS clinicians presented education sessions, as well as a poster session on many ABA topics that drew upon evidence-based research and clinical practice.

Kendra Thomson (PhD, BCBA-D) from Brock University was invited as a keynote speaker to share knowledge regarding evidence-based and socially valid behavioural strategies.

The event was very well received by staff and we hope to continue to host future events.

Participants at the Rooted in ABA Conference on October 22, 2018



AGENCY HIGHLIGHTS

RECOGNIZING OUR EMPLOYEES

CULTURE AND SPIRIT AWARD



*Ellen Spittle
(left) receiving
the Culture and
Spirit Award*

Lake Ridge Community Support Services created a new award this year called the “Culture and Spirit” award. The award was created to recognize staff who embody and consistently demonstrate the culture and spirit of Lake Ridge. Some of the criteria included:

- Reminds others of their strengths; is supportive and helpful to others
- Creates, promotes and participates in activities that foster the LRCSS culture
- Perform above and beyond normal expectations to benefit the community at LRCSS

We received 9 nominees! It was great to see so many staff recognized for the contribution they make to the Lake Ridge culture. All nominations were shared at the holiday event and placed on the employee file.

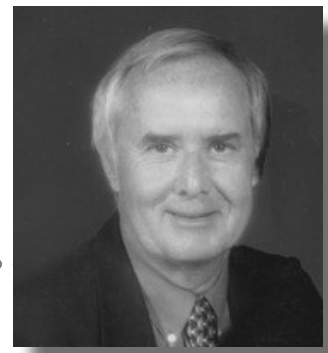
The recipient for our first Culture and Spirit award was Ellen Spittle, Behaviour Consultant. Ellen was noted to be very intuitive and uses this, with her charm, to recognize when others are needing a “pick me up” with a taco, an awesome craft or to offer a judgement-free ear or pep talk. She remains positive, optimistic, and focused on solutions during times of great change, challenging cases and high pressures.

Ellen puts in extra time when needed; has risen to many occasions in the past year when new challenges or opportunities were presented, ensuring a job well done and maintaining the reputation of LRCSS.

She is an advocate for all people and makes sure we all take part in recognizing and supporting the people we serve through “Light It Up Blue” for ASD and ‘Lots of Socks’ for Down Syndrome.

Ellen contributes and promotes LRCSS culture in all she does. She is a key member with organizing and pulling off awesome social committee events, asking questions that others are reluctant to ask in support of finding innovative solutions, and brings the team toward action with her collaborative approach within and outside of the agency.

Congratulations Ellen!



*James Reaume
Executive Director
1986-2013*

JAMES (JIM) REAUME AWARD

In December 2013, the Jim Reaume award was introduced at Lake Ridge Community Support Services (LRCSS). This award recognizes an employee who meets one or all of the below requirements:

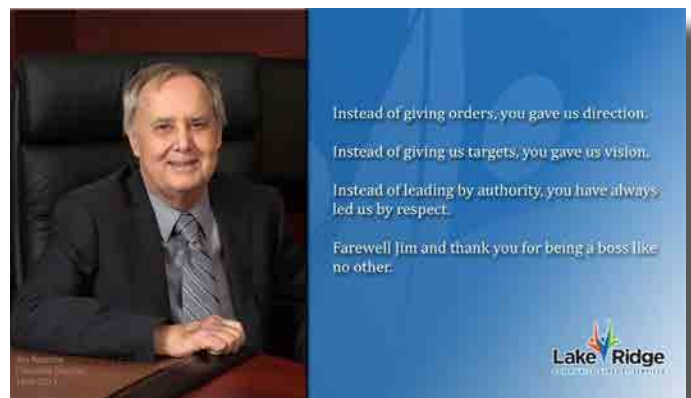
- *The Candidate is committed to providing quality service, and this is recognized in their day to day interactions with their clients.*
- *The Candidate purposefully seeks out opportunities for furthering their knowledge in the field of ABA.*
- *The Candidate facilitates or participates in evaluation research.*

The recipient for 2018 was Natalie Driscoll, who has been with LRCSS since 2007 and has held the role of Instructor Therapist and now Behaviour Technician. She has an impeccable work ethic, is passionate about learning new things and quickly applies evidence-based strategies to support clients and their families. She is described by consultants as an incredibly capable, efficient and hardworking team member, well respected by her co-workers for her efficiency, cleverness and her willingness to go the extra mile to support their work. Natalie is proactive, organized, completes tasks ahead of schedule, and is always keeping herself busy by asking for more work should there be time. She is quick to build rapport with clients, parents, and direct care staff and delivers clinical services with compassion, driven by the goal of improving quality of life for those

whom she works with. She demonstrates competency working with children, parents and adults. Natalie recently participated in a project which was outside her typical duties – she kept the project data organized, graphed, and promptly completed any requests that were made of her. She also took initiative when researching and gathering data for the project. She was also instrumental in the successful development of the ABA secondary classroom from pilot project to a sought-after placement within DDSB for credit bearing students with ASD. Lastly, Natalie embodies many of the qualities in an employee and as a person, that Jim respected and held dear, including loyalty, a bright and inquiring mind, and a ‘fit’ within the culture at LRCSS.

Congratulations Natalie!

*Natalie Driscoll
(middle) receiving
the Jim Reaume
Award*





The "shout out" award is a monthly award for employee recognition. The award is a chance for co-workers to nominate and recognize one another for something great and/or notable they have done within the month. It could be just about who the person is and why they are great, could be something they have done that should receive recognition, for something they have achieved, years of service with the agency or any other reason that person deserves a "shout out".

During the first 3 months of this award, we received many nominations. The Program Directors reviewed the nominations each month and selected staff to be recognized. The recipient receives a small token, a certificate and, if they choose, their photo shared on social media. Below is a list of the first 3 months of recipients.

Mary McArthur (left) and Trisha Johns



January 2019

Mary McArthur was nominated for taking on leadership roles within the agency, boosting staff morale and maintaining a calm demeanor with mediators during difficult situations. **Trisha Johns** was nominated for being the ultimate scheduling guru, handling challenges with grace and positivity, and remaining calm during the busiest times.

Lisa Jones (right)



February 2019

Zach Souch was nominated for being an approachable team lead, for his sense of humour during stressful times and for his stellar administrative skills, initiative, positivity and efficiency. **Brittany McMacken** was nominated for remaining professional and sympathetic while efficiently contacting many OAP families to have them complete a survey and inform them that we are here to support them through the OAP transition.

Sharmeela Prabakaran



Zach Souch



March 2019

Lisa Jones was nominated by her peers for her leadership in the Health and Wellness Committee, her remarkable ability to efficiently fill in the gaps with administrative support during meetings, and brainstorming new ideas for our Annual Autism Fun Fair. **Sharmeela Prabakaran** was nominated for always remaining positive and flexible, providing coverage to many teams within our intensive program, as well as the focused team, outside of her regular shift at the clinic. **David Johns** was nominated for his efficiency supporting all things IT, always remaining calm, cool and collected when things don't go to plan, and for his brilliance with the database. **Kassy Almeida** was nominated for being a dedicated employee of Lake Ridge for more than 14 years, giving her best every day and consistently working to ensure clients receive the best service. She shows appreciation for her clients when they succeed, and her smile lights up the classroom with pride.

Brittany McMacken



Kassy Almeida



LENGTH OF SERVICE AWARDS

Starting in 2013, each year Lake Ridge Community Support Services (LRCSS) recognizes staff who have reached a significant milestone in their years of service with the Agency. LRCSS truly values all of its staff and is very proud to have such dedicated employees with high levels of experience and knowledge. The following staff were acknowledged this year for their years of service:

25 years

Karen LaHay

5 years

Nicole Barr
Sherena Bassier
Leslie Bosman
Kristen Brennan
Sara McIntosh
Monica Pirocchi
Andrea Simpson
Zachary Souch



Recipients recognized for their years of service at LRCSS

Management team (from left):
Sandie Hoskin, Renee Ruddock & Karen Chartier



AGENCY STATS

115 Employees

Certifications

 17 BCBA
 12 RBT
 1 BCaBA



*Celebrating
Susan Vandeloo's
retirement*



*Celebrating
Kris Braiden's
retirement*

RETIREMENT

In June 2018, Susan Vandeloo retired from Lake Ridge Community Support Services. Susan was one of the original employees to start Lake Ridge in 1986. She dedicated over 30 years to the Agency in the role of administration and finance. She was a valued and respected member of the Lake Ridge team. Susan was dedicated to the success and financial balance of the Agency. A luncheon was held to recognize and show our appreciation for Susan before she retired.

In August 2018, Kris Braiden also retired from Lake Ridge Community Support Services. Kris began her journey with Lake Ridge in 1989 and dedicated almost 30 years to the Agency. She held an administration role that was truly valued by the team. Kris also showed care and compassion for every client she interacted with and had a genuine smile for everyone she worked with. Kris and some of her coworkers took part in ziplining as a celebration and appreciation of her years of service with the Agency before she retired.





BROKERAGE

Lake Ridge Community Support Services (LRCSS) continued to broker funds for the DSB services which are operated through Sunrise Youth Group (SYG), as well as Passport Funding for the SYG.

SYG operated at nearly full capacity for the year and was able to offer 1 new member a Day Program placement. At year end there was a waitlist of 9 individuals with a prediction of more to be added for individuals graduating from high school. SYG has many long term members, as well as newer members, who continually benefit from the life skills programming and the social inclusion they receive.

SYG continued to see an increase in interest from new members due to the continued success of attending recruitment fairs and managing incoming and new memberships for the program. The day program fosters friendships, promotes independence, encourages acceptance and promotes integration within the community. The total cost to run the program is \$248,603.13. The ministry funds \$65,960 of that amount and the balance is paid through member fees.

LRCSS also brokers the Durham Staff Training Fund. This fund enables developmental service agencies to plan and access additional training throughout the year. Over the past fiscal year, 326 Durham Region staff received training through the fund.

PARTNERSHIPS AND COLLABORATIONS

Lake Ridge Community Support Services continues to partner and collaborate with many agencies to provide services and education. These partnerships allow us to continually improve services for everyone as well as to continue to engage in research opportunities to inform the future. Thank you to our community partners.



Sharmeela Prabakaran, Behaviour Technician, is a great advocate for the needs of individuals with autism and you can see that through her work here at Lake Ridge. She is always going above and beyond for the clients in her centre. She is a great leader, always providing support to her team whenever they need it and is quick to lend a hand to other teams without any hesitation. Sharmeela is a great example of what a lead Behaviour Technician should strive to be.



During Autism Awareness month, we asked our staff to nominate individuals on their team who demonstrate a passion for making a difference for individuals with autism through the work they do at LRCSS.

Aarani Balasubramaniam, Behaviour Technician, was nominated by her team because she constantly goes above and beyond to help her clients excel with their goals. She offers extra parent training sessions to ensure her clients' families are confident in teaching their child new skills at home. Aarani is always eager to learn new ABA strategies to implement with her clients. She is a shining star, a positive leader, and is always willing to help out her team.



COMMITTEE INVOLVEMENT

LRCSS continues to share our skills and expertise by participating in many committees.



Now offering a Fee for Service model

With over 30 years experience our qualified team uses evidence based individualized behaviour therapy services to help children, youth and adults with intellectual disabilities and autism spectrum disorder to maximize their potential in the community.



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