



The difference we make



...is evident in all that we do, and in every life we touch.

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We are Providence.

## Message From The Board Chair

It is with great appreciation the Board of Directors of Providence Child Development Society acknowledge and thank the Management and Staff for another year of exceptional service and work with the many children and families connected to Providence. It is an honour and a pleasure to be a part of an organization that truly does good work within our community and more-over achieves such great results.

It is not without considerable planning and outstanding program development that those results make Providence worthy of community support. 2011 marked a milestone for our organization, expanding to our first location in 68 years that has been built right from the ground-up. Our sixth school in McKenzie Towne is not only beautiful, but like our other locations, is designed specifically to accommodate both our programs and the children's needs.

None of this could have been possible without the significant support from our many committed and generous donors. Our government partner, Alberta Education, continues to see the value of our programs and services for Alberta's children. It is with these kinds of champions that Providence is able to continue to deliver magnificent programs by talented and devoted staff within our school locations and our outreach programs.

As a Board, we are grateful for the kind of dedication to children provided by our many community supporters and volunteers of all forms who have contributed to Providence's ability to provide quality programs and outstanding outcomes. We pledge to each of our supporters our continued diligence and attention in enabling Providence to continue to enhance the health, education and development of children and their families.



**Patti Blackstaffe**  
Board Chair

## BOARD OF DIRECTORS 2010-2011

Patti Blackstaffe, Board Chair

Lary Mosley, Vice Chair

Bob Valcourt, Treasurer

Bill Jeffray, Secretary

Mark Josefchak

Greg Kraminski

Bill Reeder

Moh Sahota



## Message From The President & CEO

This past fall, Providence opened its sixth location in Calgary. Three years of planning and twelve months in the making, and our McKenzie Towne School is open with a capacity for 100 children. This now means we are within reach for families anywhere in the City. With each referral we strive to ensure the child has a place at Providence, and knowing that place can be in their community helps us fulfill our commitment to support the family.

We provide programming for upward of 500 children in our classroom programs and our Outreach Services team is working with another 300 in Calgary and area daycares and independent kindergarten programs.

There are over 100 employees that are experts in their field; each one committed to working with our children and really making a difference in their lives. Then add parents, support staff, university and college placement students and volunteers, and you can see an unsurpassed support system. Because of their dedication, we can confidently report that children at Providence continue to achieve significant results toward their individual educational and therapeutic goals.

Providence will continue to pursue its goal to make sure every child has the opportunity to reach their full potential.



**Rhonda Conway**  
President & CEO



## A Growing Organization

Long time Calgaryans still remember when Providence was The Creche connected to the Catholic Church. Others remember it as an orphanage, a day care, or a preschool. Many define Providence by our historical building in Windsor Park south of downtown.

In what is almost 70 years, Providence has transformed, expanded, and responded to the changing needs of the community. And still one characteristic remains constant – a focus on helping children.

Calgary's rapid population increases over the past ten years saw housing developments being built further away from the city's core. Children were living further from our main school, and access was becoming increasingly remote. One centrally-located program created problems for children and their families, and a change had to be made.

In 2004 we purchased our Beddington School, opened in September with four classes and by that December we expanded to six. We leased space in Falconridge in Calgary's northeast and in 2007 opened schools in Midnapore in the south and Hawkwood in the northwest. The impact of opening new schools hit us right away because the number of children referred to Providence increased dramatically. With each new school opening, enrolment was immediately full and we regularly had waiting lists.

In 2012, we estimate serving more than 800 children in classroom programs and through our Outreach Services team. To keep up, we opened the McKenzie Towne School in 2011. The new school adds capacity to our organization at a time when we are stretched to our limit. It positions us in an area that is growing rapidly with young families and makes it easier for us to reach beyond the city's boundary. We're still not completely ahead of demand, but we're better equipped to have an impact on the lives of the children who are the focus of our mission.

## A Return on Public Investment

Providence receives approximately \$6.6 million from Alberta Education through its Program Unit Funding (PUF) program. This is money that makes therapeutic and educational programs possible at Providence. The government makes funding available for up to three years for each eligible child between two and a half and six years of age.

As a partner in this funding relationship, Providence has a significant role to play to ensure public money is used effectively and well spent. At Providence, we start with writing a personal, intensive, therapeutic and educational program for every child.

Small class sizes and a "learning through play" way of approaching the work takes advantage of a child's curiosity and abilities, and makes learning fun.

Stakeholders often rely on financial information to assess whether a charity is worthy of financial and other support. In this case, the public can be assured there are other metrics at play. The standards we set are high and challenging for children, their families and our staff of teachers and therapists. More than just numbers served, Providence can demonstrate significant outcomes.

## Resource Development and Fundraising

Giving to Providence means donors are funding a range of services provided by a group of highly skilled and dedicated staff. The outcomes and return on donor investment are impressive.

- Children consistently achieve over 84 percent of their personal educational and therapeutic goals.
- Many improve to the point where they no longer require funding for their care, saving hundreds of thousands of dollars per child in special education costs in their school years.
- Every dollar invested in a preschool-aged child with special needs saves about \$7 in future costs in healthcare, education, social services and the justice system.

Much is reported on the cost of fundraising in Canada's charities, and most of the stories are negative. How can it cost so much to raise a dollar? At Providence, fundraising is 2.4% of total expenses, but that's just part of the story. The cost of fundraising varies depending on what type of fundraising we're doing. For example, special events are costly, mail campaigns often produce small gains, and grant applications don't always fit what the company or foundation wants to fund.

Several years ago we shifted our fundraising focus to reducing the cost of special events, eliminated mailing campaigns and sharpened our focus on major gifts. Our signature events now are among the most profitable anywhere, and we've raised an additional million dollars from donors for our newest school in McKenzie Towne. With constant improvements our return on donor investment will continue to rise.

Donors want to know their gifts help fund services that produce outcomes that solve problems and address issues. Donors want to know they've made a difference. Investing in Providence makes a difference.



## Jagger

### He's a five year old little boy

"The teachers, therapists and support staff at Providence have helped us as a family realize Jagger's autism diagnosis does not define him as a person. It just assists us in getting the support he needs. We no longer tell people he has autism; we just say he's a five year old little boy."

When Jagger was not meeting his developmental milestones as a toddler, parents Carie and Jeff knew there was something wrong and they needed help. At just under three years old, Jagger had a vocabulary of only ten words. He mostly grunted to communicate. It was information through Jagger's daycare that landed the family at Providence.

When Jagger comes to school, he is greeted by staff who care about him as a person. Everyone working with him loves his joy and excitement for life. He's especially fond of dinosaurs, and his knowledge of their scientific names and determination to be a paleontologist amazes the Providence staff and friends and family. Two years later, Jagger is speaking in full sentences.

As important as success in Jagger's personal development is, the information the family has found through the Providence community is as valuable. Other parents as well as staff provide crucial information not only about health and therapeutic options but other topics like disability tax credits and respite care.

Of course there are ups and downs with a child with autism. And sometimes it is not the autism: it is a typical five year old boy that tries his parent's patience or, more often, makes them laugh. Every day is different, but there is a light ahead, and the family is looking forward. Jagger has typical autistic behavior; when he is running through their house, Carie will ask him to stop running, and his response is, "I'm not running. I am dancing." And maybe he is.



## Providence Touch Points

### Health

The Pediatric Clinic at Windsor Park School opened in 2004 marking the end of years of planning and consultation. It was the beginning of a new idea; Providence as a place where children and their families receive integrated, coordinated and comprehensive assessment, treatment, education and the support they need.

Opening the Clinic was exactly the right thing to do, and over the years has provided child psychiatry, general and developmental pediatrics, pediatric cardiology, and psychology services. We still believe that Providence contributed to capacity in the health region providing increased access for families to these services. We take great satisfaction in being known as an organization unafraid to evolve, and today the Clinic is occupied by Dr. Michael Giuffre, a pediatric cardiologist, and Dr. Harris Yee, skilled in pediatric and developmental genetics.

### Education

At Providence, we continue to see children achieve significant results on their educational goals. The primary reason is our programs are built around experts with the skills and training to make effective use of new techniques and methods.

We invest in highly skilled staff because they get results. Teachers at Providence have the same credentials as those in Calgary's public and separate schools. Some are highly specialized. Providence is the only educational & therapeutic preschool in Calgary to provide a program for children who are Deaf, Hard of Hearing or who have a Cochlear Implant. It takes advanced credentials to teach in this program and Providence has the expertise to provide such service and we continue to expand the program based on research findings and solid results.

We've created a learning environment in which every child hears every word. Every classroom in our schools uses a wireless infrared microphone to pick up a teacher's voice that is amplified, so instruction can be heard clearly and evenly throughout the room. Every child is able to hear the teacher regardless of where they are in the classroom, and they concentrate on what the teacher is saying rather than being distracted by background noise.

The technology most often associated with entertainment at home is now a strong part of our world. We discovered that iPad applications can support our educational and therapeutic programs, transforming how we work with the children.

### Therapy

With a city of over a million and tens of thousands of children under the age of five, the Calgary census estimate is ten percent have some form of disability. Knowing this keeps Providence pushing the boundaries of ways to help children and their families.

#### Working With Families

Children at Providence achieve truly significant results in their therapy program, and we know when families are involved that children can experience excellent outcomes. So we took control and translated all of the complex health, education and therapy information that bombards families, and made it easier to understand. Working directly with parents and families develops strategies they can use with their children at home, addresses many of the dynamics that put a family at risk, and ensures children access the resources they need.

#### Working In The Community

Children with a mild or moderate disability are often not diagnosed until they enter the school system. But if difficulties are identified early, appropriate supports can be put in place allowing the child to experience success as they begin their school career.

For example, a speech delay or hearing loss might be overlooked. Providence inaugurated a project to reach preschool children who are at risk of developing a language delay, and a Speech-language pathologist now provides language and hearing screenings for children aged three to five through many of Calgary's childcare centres.

It's just one example of Providence adding to the capacity of the childcare community to help children reach their potential because throughout the process, childcare professionals are educated on developmental milestones of speech and language, and indicators of potential hearing loss.



## Early Intervention – So Simple, So Complex

When you're working hard to change lives you use every tool in the kit.

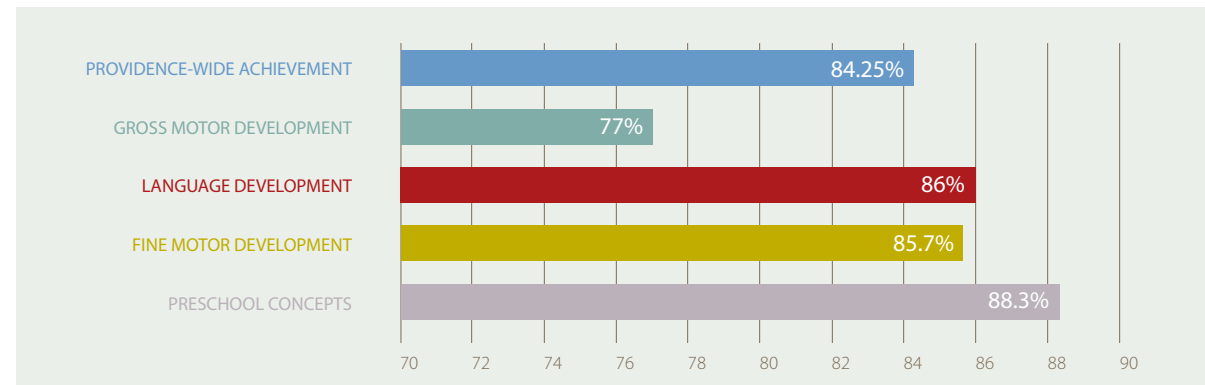
By all measures, Early Intervention is critical to the care of children with all types of disabilities. We see too often that by the time they get to grade one it's too late. By then they learn to adapt or compensate or hide their disability. We know that if we can catch problems early, we can work with children and their families to reduce and even eliminate the disability. The alternative is to just fix problems later. Providence programs and services have built-in accountability and outcomes that are significant.

We set high standards with our partner, Alberta Education. And we take great satisfaction in knowing that children at Providence consistently achieve over 80% of their educational and treatment goals. Year after year, many improve to the point where they no longer require specialized services. This is significant because Early Intervention can save around \$200,000 per child in publicly funded special education costs in their school years. And research continues to show that every dollar invested in a preschool-aged child with special needs saves \$7 in future costs whether that's in healthcare, education, social services or the justice system.

Providence exists to do more than just fix problems. We unlock the natural potential within every child.



## Outcomes





## Evan

### You just have to change your dreams

In his first eleven months, blonde curly haired Evan, was a typically developing little boy. He smiled, cooed, sat up, and crawled, just as expected. Suddenly, his physical and motor development stalled and actually regressed. Evan's parents, Kira and Justin, had the diagnosis when he was 17 months old - Spinal Muscular Atrophy Type 2 (SMA) - a rare genetic disorder. The process of getting the diagnosis wasn't easy, and once received, the family had to become strong advocates for their child, filtering vast amounts of information received from one specialist to another. Evan currently sees 13 different doctors, and it is a constant learning curve for his parents.

Throughout their day to day challenges, the family also has to deal with the emotions of having a child with a severe disability. Evan's father, Justin, had plans and dreams for being a regular dad. He wanted to coach the basketball team and ski with his son, but he's now adapted his plans, knowing they will be limited by Evan's physical limitations.

Evan's mom, Kira, is his primary care giver and some days it's absolutely exhausting. "We have great moments of happiness and random moments of sadness", she says. Sometimes guilt takes over the day, an overwhelming feeling that Kira can't do it all, in part because while caring for Evan, she is also mother to two year old, Landon.

Things began to change when Kira and Justin found Providence. "With Providence there are at least two things off my plate", Kira says. "Evan for sure spends at least one hour in his stander every day, and at Providence he gets the proper stretching therapy provided by certified therapists."

Kira interviewed many schools in Calgary for Evan. But, she was most impressed by the programs at Providence and by the excellent response she received during her search. Being quickly connected to a specialist or phoned back with the answer to a question within minutes is important.

Justin and Kira are well aware of Evan's personal challenges and the challenges they face as well. Having a child with special needs is difficult and statistically hard on marriages and family dynamics. But with a changed perspective on what it will take to bring up Evan, a solid relationship, and help from Providence, they see a positive future for their young family.

## Working Right In the Community

Providence's Outreach Services staff provides a highly mobile and responsive therapy support program for children right in their own community. For many years, Outreach has cultivated strong collaborative relationships with childcare agencies and independent schools to address the issues faced by children with disabilities.

Highly trained and certified staff provide speech and language therapy, occupational therapy and physical therapy in 75 locations throughout the region, coordinating services with several community based support agencies to provide the most efficient and effective support for more than 270 children with disabilities and their families.

Outreach Services is funded in part by Calgary and Area Child and Family Services Authority and is proven to be a very successful and valuable service in the Calgary area.

Through the Calgary Rocky View Student Health Partnership, Providence provides direct therapy service to independent school kindergartens in the Calgary Rocky View region. Services are for children with a mild to moderate disability who may not have been identified as needing therapy before entering the school system. A Speech-Language Pathologist or an Occupational Therapist provides assessment and direct therapy to those children identified by teachers at the kindergarten as requiring assistance.

Through Outreach Services, children get high quality, intensive, integrated and multidisciplinary help in a setting where they are comfortable and that works best for the needs of their parents and family. We work hard to support and collaborate with Calgary's community-based child care professionals and independent school kindergarten teachers to provide the information and training they need to support the children they see every day.

Through surveys and annual evaluations, we know that what we do is important, successful and valuable; a strong part of how Providence is making a difference in the lives of children right in their home community.





## Dawson

### Providence provides direction and hope

Deanna and Ashley Kalenchuk's son, Dawson, has a rare genetic disorder called Pitt-Hopkins Syndrome. He has a few other health issues, some that required surgery all before he was six months old. A tough start to life, but Dawson also has a future to look forward to.

Dawson has been attending day-care, full-time, since April 2011. Fortunately his daycare providers also have the support of the Providence Outreach Services team. In Dawson's case, the team is comprised of a physiotherapist, an occupational therapist and a Speech-Language Pathologist to work in person with Dawson every two to three weeks.

The team's expertise has provided the family with physical and mental exercises to help intervene with Dawson's developmental delays. Dawson also has a full-time, one on one, care giver with him at daycare, who has been instrumental in performing these exercises daily to help his progress. Because the Outreach team is on-site, Dawson can receive therapy in his own environment at the daycare. Because it's right in their home community, parents Deanna and Ashley can attend the sessions at the daycare rather than another location such as the Alberta Children's Hospital.

The Outreach team supports Dawson's parents and care giver and provides information helpful to Dawson's special program. This inner circle has learned many exercises and methods to work on with Dawson to maximize his potential. Progress is slow, but it's still progress. Since initiating therapy with the Providence team, Dawson has progressed from being non-alert to being quite responsive to his environment. He loves cause-and-effect toys. He can maintain eye contact for longer periods of time. He is able to sit for extended periods and is much more physically interactive. He is physically stronger and his muscle tone is improving. Everyone is actively working on communication techniques. Dawson is now two years old, and while still delayed, he's making progress. And his parents are very proud and excited for him. Deanna and Ashley highly recommend the Providence Outreach Services program.

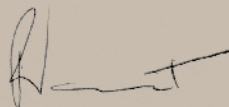
"When you learn that your child has special needs, you feel very overwhelmed and isolated", they say. "It is hard to know where/why/how to proceed and get the help you need. Having the support and expertise of Providence's Outreach program, provides you with some direction and hope."

Statement of Financial Position

As at August 31, 2011

	2011	2010
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$ 960,170	\$ 1,727,532
Short term investments	500,000	1,000,000
Accounts receivable	472,626	294,406
Deposits in trust	-	182,000
Prepaid expenses	63,596	93,492
	<b>1,996,392</b>	<b>3,297,430</b>
<b>PROPERTY AND EQUIPMENT</b>		
	<b>4,337,799</b>	<b>2,127,190</b>
	<b>\$ 6,334,191</b>	<b>\$ 5,424,620</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Bank indebtedness	\$ 257,232	-
Accounts payable and accrued liabilities	774,939	\$ 491,751
Current portion of long term debt	-	42,027
	<b>1,032,171</b>	<b>533,778</b>
<b>LONG TERM DEBT</b>		
	-	235,474
<b>DEFERRED CONTRIBUTIONS</b>		
Related to operations	26,701	97,522
Related to property and equipment	742,486	152,870
Restricted for future period property and equipment	70,922	-
	<b>1,872,280</b>	<b>1,019,644</b>
<b>COMMITMENTS</b>		
<b>NET ASSETS</b>		
INVESTED IN PROPERTY AND EQUIPMENT	3,338,080	1,696,818
INTERNALLY RESTRICTED	-	1,198,467
UNRESTRICTED	1,123,831	1,509,691
	<b>4,461,911</b>	<b>4,404,976</b>
	<b>\$ 6,334,191</b>	<b>\$ 5,424,620</b>

Approved on Behalf of the Board



Robert Valcourt, Treasurer



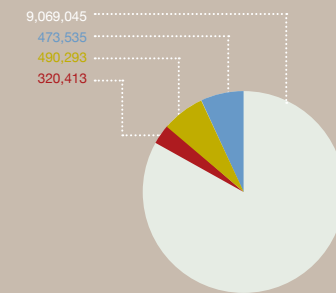
Lary Mosley, Vice Chair

Statement of Operations

For the year ended August 31, 2011

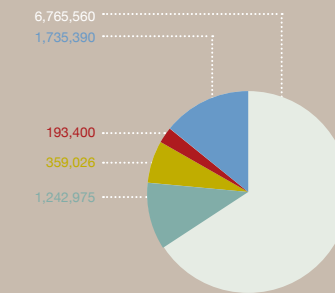
	2011	2010
<b>REVENUE</b>		
Province of Alberta		
Alberta Education - Early Childhood Services	\$ 9,069,045	\$ 8,189,042
Calgary and Area Child and Family Services Authority	320,413	320,413
Student Health Initiative Funding	291,809	275,994
Gifts and sponsorships	490,293	915,188
Others	94,536	118,226
Parent fees	70,400	40,654
Interest income	16,790	3,389
Casino	-	50
	<b>10,353,286</b>	<b>9,862,956</b>
<b>EXPENSES</b>		
Salaries and benefits	6,765,560	6,158,354
Operating costs	2,740,736	2,338,997
Resource development	359,026	389,811
Amortization	193,400	208,834
Repairs and maintenance	97,119	164,267
Staff training	67,211	60,002
Insurance	40,236	38,009
Professional fees	33,063	35,023
	<b>10,296,351</b>	<b>9,393,297</b>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>56,935</b>	<b>469,659</b>

WHERE THE MONEY COMES FROM



- Alberta Education
- Calgary and Area Child And Family Services Authority
- Resource Development
- Other Income

WHERE THE MONEY GOES



- Labor Costs
- Transportation of Children
- Resource Development
- Depreciation of Buildings and Equipment
- Other Operating Costs



## Providence Schools

403-255-5577

### Windsor Park School

(Main School and Administration)  
5232 4th Street SW  
Calgary, AB, T2V 0Z4

### Beddington School

183 Bedford Drive NE

### Falconridge School

116 Falsby Way NE

### Hawkwood School

555 Hawkwood Blvd NW

### McKenzie Towne School

325 McKenzie Towne Link SE

### Midnapore School

14707 Bannister Road SE





### Acknowledgements

Providence gratefully acknowledges the help and support provided in the production of this Annual Report. The individuals and companies involved are exceptional in their craft and we thank them for their talent.

**Photography:**  
Andy Learmont of Ghost Imaging  
**Printing:**  
Maureen McElhinney of Unicom Graphics  
**Design:**  
Michael Cross & Matti Cross of Moca Creative

Full Audited Financial Statements and additional financial information are available via our website [www.providencechildren.com](http://www.providencechildren.com) or by calling Providence 403-255-5577. Questions can be directed to the President & CEO.