



IMAGINE the *Possibilities*

25 Years
Children's Services Centre
Imagine the Possibilities
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IMAGINE the *Possibilities*

strategic plan
2010-2015

Children's Services Centre



Executive Summary

Helping children reach their full potential

For 25 years, CSC has responded to the needs in our community by offering new programs and services. CSC began as one program offering services to 36 children and families. We now annually serve over 250 children with complex and severe needs and touch over 2000 people with our services, resources and training. CSC is committed to developing services to meet the needs of children, birth to 18 years of age, their families and our community. We look forward and Imagine the Possibilities.

With this strategic plan, CSC is resolved to continue being responsive to the needs in the community and lead the provision of quality specialized services so that children with special needs can reach their full potential. We are committed to intensifying efforts to identify areas of need and partner with other service providers to create a community filled with possibilities for children with special needs and their families.

We will build on our dedication to evidence-based practices and family-centered care with all new initiatives. As best practices are continually evolving, this commitment requires staff who are invested in remaining current in the best practices in their field.

Continuing to lead the way by

- Developing innovative and quality group programs for children with special needs and their families.
- Expanding the delivery of assessment and intervention services and developing new areas of specialization.
- Building community capacity through educational outreach.
- Creating a hub for specialized resources.

Building on a foundation of excellence, CSC will address gaps in the supports and services to children with special needs to reach their full potential. We are committed to improving the quality of life for children with special needs and their families.





Who we are

An exceptional place for exceptional children

CSC has just celebrated 25 years of Inspiring Possibilities. **The Centre exists today thanks to the determination of a small group of parents and professionals.** This founding group envisioned a local development centre that could offer assessment, diagnostic and intervention services for young children with special needs that would involve the family in all aspects of services. From this vision, CSC continues to strive to offer evidenced-based programs and services that are family-centered. Innovation, quality and professionalism are of the utmost importance in the delivery of our specialized programs and services.

Since 2005, CSC has achieved the following:

- Expanded its service offerings by developing a Snoezelen space to provide children with sensory experiences.
- Play and Learning Space (PALS) program was created to provide on-site inclusive play experiences.
- Expanded the assessment and intervention services offered to increase access to services in a timely manner.
- Expanded training opportunities to enhance the community's capacity to support children with special needs.
- Expanded services to children up to 12 years of age with the goal of continuing to extend services to youth and young adults.

Mission

Children's Services Centre is a non-profit child development centre and community resource assisting children with special needs to reach their full potential.

Vision

An exceptional place for exceptional children.

Core Values

- Ethical and Professional Practices
- Respect
- Education/Knowledge
- Potential
- Teamwork
- Playfulness
- Enthusiasm
- Commitment
- Innovation
- Flexibility
- Reflection



Group Programs

Adapting programs to develop skills

Adapted group programming will enhance the learning opportunities for children with special needs and their families. **Collaborating with community partners will enable inclusion of all children.**

Our goals to expand group programs are:

- Provide skill-based developmentally appropriate activities to enhance developmental abilities.
- Provide opportunities for children with special needs to learn alongside peers and enhance their social skills.
- Adapt activities to meet the individual complex needs of children enrolled.
- Offer an emotionally safe environment for children and their families.
- Facilitate opportunities for parents to connect with other families.
- Educate parents, aides and students who are interested in developing their skills in supporting children with special needs.
- Collaborate with the community to develop and implement specialized group programs.

By offering group programs:

- CSC will provide innovative and developmentally appropriate programs.
- Children with special needs and their families will have improved access to services.
- CSC will implement evidence-informed programs and develop and trial new interventions.
- Parents and professionals will be provided with learning opportunities.
- The community's capacity to support children with special needs in group programming will be enhanced through collaborative partnerships.



Megan's Story

Megan's mom, Melisa, never imagined that her daughter, who is impacted by high muscle tone, would ever be able participate in yoga. "Because of her limited physical abilities, it wasn't something that I considered would even be a possibility," Melisa said. Yoga focuses on strength, flexibility, concentration and breathing which has a positive impact on children with many different abilities and needs. "I love it," Melisa said, "the more that Megan can participate in, the happier that we are."

-- Melisa



Assessment and Intervention

Providing support at home, school, and community

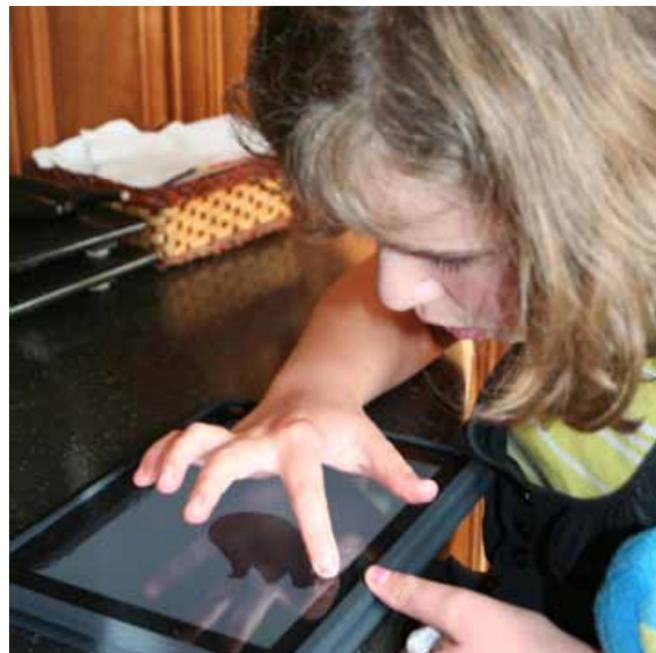
A hallmark of CSC service delivery is its multidisciplinary teams which offer assessment and intervention services. **Expansion of these services to 18 years of age and provision of additional specializations will improve access to services for children in the Central Alberta community.**

Our goals to extend assessment and intervention services are to:

- Enhance access to information to better understand and support a child's functioning within home, school, and community settings.
- Expand collaboration with other specialists and community service providers to provide relevant, responsive assessment and intervention services.
- Access professional development opportunities to develop specializations.

By achieving our goals:

- Children will receive enhanced support to optimize their functioning across home, school and community settings.
- Those living and working with children with special needs will have increased knowledge and skills to support the children.
- CSC professionals will have expanded their scope of practice.



Robin's Story

“What a difference having therapy support and consultation, at home, is making for Robin. The last few years our family has been very isolated not having services and supports. It feels like we've been on our own. Now with in-home therapy intervention we're getting the help we need for our family to build social connections. One simple way has been trying an iPad to encourage Robin to share her drawings with others.”

-Suzanne



Educational Outreach

Teaching our community, understanding our children

Building community capacity to help children reach their potential through applied learning opportunities is critical to CSC's mission.

Provision of information on specific diagnoses and interventions assist families, educators and other community members to better facilitate a child's development and learning.

Our goals for enhancing community capacity through educational outreach are:

- Offering intensive applied learning programs.
- Improving accessibility by offering on-line information and training.
- Diversifying the topics provided.

By achieving our goals:

- Families, educators and community members will feel better able to provide for their children with special needs.
- Persons living and working with children who have special needs will have opportunities to network.
- Distant learners or those that are isolated will have easy access to specialized information.



Bailee

After attending the presentation, *Advocating For Your Child*, Bailee's mom says, "I learned how to communicate confidently with professionals about Bailee's needs. It's so important as I'll have to do this all her life."

-- Sherry

Resources

Improving accessibility to specialized resources

CSC offers specialized resources to the community. **In response to family and community input, CSC will expand its offerings by improving accessibility to specialized equipment and resources.** Furthermore, CSC is committed to improving accessibility through on-line mediums, such as our website and social media.

Our goals for developing resources and materials are:

- Development adapted equipment and offer specialized resources.
- Creation of an interactive website.
- Development of CSC as a social media outlet.

By developing our resources:

- Families and other persons supporting children with special needs will have access to specialized resources.
- Persons living and working with children who have special needs will have opportunities to network regarding resources and equipment.



Nyah's Story

When we started to realize that Nyah would have vision issues, I read one chapter in a book that gave me the best advice. In essence I learned that Nyah will have the kind of life that I give her. This has driven me to expose her to everything that her brother Jacob does. It is not always easy, but we are always looking for ways to make it possible. We never expected her to ride a bike, so it was wonderful to see Nyah and Jacob enjoying this moment together.

-- Angela

Advancement

Making possibilities reality

This strategic plan is centered on quality and comprehensive programs and services and new initiatives to assist children with special needs to reach their full potential. **In order to advance, resources are required to enable CSC to actualize its strategic priorities.**

Operational Systems

To support the strategic plan, CSC's operational systems, such as financial management, must be operating optimally. The governance by the Board of Directors, Executive Director and management staff are critical to success.

Human Resources

In order to enable the delivery of high quality services, CSC has engaged in an innovative plan to ensure that staff is competent and supported in achieving their work. CSC has trained all staff in reflective practice, offered regular reflective coaching for all staff, improved performance evaluations and initiated team development processes. As the strategic plan focuses on program development involving competent and engaged staff, it is essential to continue fostering a workplace culture of learning and leadership.

Program Development

Program development is the foundation of the strategic priorities. Through our relationships with families, community providers and educators, CSC is able to identify gaps in services. With engaged staff, guidance from management and collaboration with community partners, CSC can

respond to the needs identified in the community and plan effectively for the future.

Fund Development

With the 2007 strategic plan, CSC recognized the importance of creating a sustainable funding base to support its mission. CSC must expand its fund development efforts, including campaigns, gaming, special events and volunteer management to ensure a sustainable funding base of support for its mission and strategic priorities.

Marketing and Communications

As marketing and communications are intrinsically linked to all aspects of the organization, resources are required to modernize our brand image, develop communication tools, including an interactive website and develop alternate methods for sharing information.

Information Technology

Fundamental to the strategic plan is the development of a comprehensive information technology strategy. This includes offering webinar learning opportunities to our clients, developing an interactive website, improved systems for e-communications, expanding our data collection efforts, implementing centralized file systems and ensuring security to protect our systems and data.

Space and Resources

With an expanded mandate, space optimization and/or additional space and resources will be needed to realize the strategic priorities.

