

Rising to the Challenge

Annual Report 2021/22



Message from Our Leadership

Our Impact

Strategic Plan Achievement



Message from our CEO and Board President

To our community:

2021/22 proved to be another challenging year. We certainly did not foresee another year of the pandemic. Yet through it all, we continued to navigate the many COVID-19 waves with grace and passion, committed to helping people of all ages with developmental disabilities, autism spectrum disorder and visual impairments.

We continued implementing and evolving our processes and systems to protect our most vulnerable. We developed educational resources and partnered with like-minded organizations to best address our clients and community needs. Our in-person services resumed, and our clients and families safely connected, many for the first time since 2020. From hosting specialized vaccine clinics to COVID-19 planning tables and accessible resources, we came together to support our community and create a safe environment for our staff, clients, and their families at Surrey Place.

While this year came with many new pandemic challenges, we also focused on the development and organizational growth of Surrey Place. We launched three Ontario Autism Programs: the Caregiver-Mediated Early Years Program, the Entry to School Program and the Urgent Response Service. In addition, Surrey Place became the lead agency for the Blind-Low Vision Early Intervention Program, the Infant Hearing Program and the Preschool Speech and Language in the Toronto Region.

While we are committed to delivering high-quality services, it is our commitment to our Equity, Diversity, Inclusion and Accessibility journey that underpins everything we do.

In the last fiscal year, we: reviewed the assessment recommendations presented by external consultants, Barnes & Management Group, then launched a working group to help identify EDIA gaps in our services, policies and strategies and our Anti-Racism: Black Cultural Awareness Consulting and Training Group developed terms of reference.

To our funders, donors, staff, and all levels of government in our communities: thank you for your ongoing patience and commitment. Surrey Place would not be the organization it is without our incredible community. Thank you for your remarkable support.

As we close out our current three-year strategic plan, we look forward to sharing our vision and commitments for the next years ahead.

On behalf of the Board of Directors and staff at Surrey Place, we are thrilled to share our achievements with you in this year's annual report.

Sincerely,

Dr. Terri Hewitt, Ph.D., C. Psych.
Chief Executive Officer



Fern Goncalves, M.Ed., CHRL
Board President



Our Impact

11,200

Unique Clients + Caregivers* per year, including
DSO-Toronto Region clients

0-6 years old

33%

6-18 years old

31%

18+ years old

37%

23,000+

Telehealth Sessions for
23,000 Unique Clients



1,100+

Virtual Wellness Events

11,000+

In-person Appointments



500+

Staff Employed at
Surrey Place



Client Story

When I moved to Canada four years ago, finding support for my children was challenging, but Surrey Place helped us navigate the Canadian system. As the pandemic began, Surrey Place seamlessly transitioned my son Gabriel to online services and provided us with an individualized, tailored plan and routine to help him manage his behaviours during this challenging time. They also guided me through webinars and online parenting support groups throughout the pandemic. I am grateful for the

lerful support Surrey Place has provided. I wish there were more
s in the city like Surrey Place!”

ela M, parent



Strategic Plan Achievements



Delivering High-Quality, Client Centred Care

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Ensuring a Sustainable Organization

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Investing in Our Team

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Communicating with Purpose

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Our Financials

2020/21 Funding Sources

Provincial government	92.8%
Municipal government	1.5%

Fee for service & grant revenue	5.1%
Other revenue	0.5%

3 Year Expenditure Trend (\$'000)

2019-20	\$63,276,534
2020-21	\$57,879,416
2021-22	\$70,547,332

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Meet Our Donors & Funders

Surrey Place would not be the organization it is without our incredible community. Thank you to our donors and funders for your remarkable support.

This section reflects donations and funders for the fiscal year ending March 31, 2022.

Our Donors

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