



Resources for Exceptional Children & Youth - Durham Region

Annual General Meeting Report 2021 - 2022



*Advancing an inclusive community for children and youth
with exceptional needs and their families.*

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A JOINT MESSAGE FROM THE BOARD PRESIDENT & EXECUTIVE DIRECTOR

**We are what we repeatedly do.
Excellence is not an act, but a habit.
~Aristotle**



Sheryl Lamkey
Board President

As we reflect on the 2021/22 funding year, we celebrate the commitment and resilience of our staff as they held the needs of our clients at the front of all that they did in their daily work.

When it was safe to do so, RFECY welcomed staff back to the office location which enabled a stronger collaborative approach to service. Providing in-person services to families and the early learning sector enhanced our ability to meet the needs of our clients.

While monitoring and adjusting service delivery in response to pandemic directives, RFECY staff continued to be responsive to the service demand across all programs. The Service Planning and Family Support Worker teams remained diligent in connecting with families and engaging with community partners to support the needs of children, youth, and their families. The Early Learning Inclusion Consultants offered support and resources to the early learning sector as they welcomed children back into their settings.



Denise Cashley
Executive Director

In addition to maintaining service delivery in Agency programs, over the fall of 2021 RFECY participated in the proposal development for the delivery of the Ontario Autism Program - Urgent Response Program. Working collaboratively with Coordinated Service Planning leads across the East Region, RFECY was successful in securing the lead for this service for the Durham Region, Haliburton County, Kawartha Lakes, Peterborough County, and Northumberland.

We are proud of the way the Agency and staff have navigated this unique year. The learnings from our COVID-19 experience will strengthen our service delivery for years to come.

Many thanks to the Board of Directors for their continued commitment to steward the Agency during this challenging time. As we celebrate 35 years of service in Durham Region, the Board of Directors and staff of Resources for Exceptional Children and Youth – Durham Region re-commit to providing excellent service to families and the community at large.



INDEPENDENT AUDITOR'S REPORT



Report of the Independent Auditor on the Summary Financial Statements

Grant Thornton LLP
Suite 4
144 Old Kingston
Road Ajax, ON
L1T 2Z9

T +1 905 683 8856
F +1 905 683 3428

www.GrantThornton.ca

To the Board of Directors of

Resources for Exceptional Children & Youth - Durham Region

Opinion

The summary financial statements, which comprise the summary statements of operations for the years ended December 31, 2021 and March 31, 2022, are derived from the audited financial statements of Resources for Exceptional Children & Youth – Durham Region (RFECY) for the years ended December 31, 2021 and March 31, 2022.

In our opinion, the accompanying summary statements of operations are a fair summary of the financial statements. However, we were not able to determine if any adjustments to the summary financial statements were necessary for the reasons described in *The Audited Financial Statements and Our Report Thereon* section of this audit report.

Summary Financial Statements

The summary statements of operations do not contain all financial statements or disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary statements of operations and the auditor's report thereon, therefore, is not a substitute for reading RFECY's audited financial statements and the auditor's report thereon. The summary statements of operations and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.



The Audited Financial Statements and Our Report Thereon

In our reports dated March 29, 2022 and June 28, 2022:

- We expressed an unqualified audit opinion on the audited financial statements.
- We included a Restriction on Use paragraph referring to the programs reflected in the audited financial statements.
- We included an Other Matter paragraph referring to the predecessor auditor merging with Grant Thornton on November 1, 2021.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary statements of operations.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary statements of operations are a fair summary of the audited statements of operations based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.

Ajax, Canada
August 24, 2022

Grant Thornton LLP

Chartered Professional Accountants
Licensed Public Accountants



RESOURCES FOR EXCEPTIONAL CHILDREN AND YOUTH - DURHAM REGION

(INCORPORATED WITHOUT SHARE CAPITAL UNDER THE LAWS OF THE PROVINCE OF ONTARIO)

**SUMMARY STATEMENT OF OPERATIONS
PROGRAMS FUNDED BY THE REGIONAL MUNICIPALITY OF DURHAM
FOR THE YEAR ENDING DECEMBER 31, 2021**

Regional Municipality of Durham:

REVENUE:

Special Needs Resourcing Programs

Annual Funding	\$ 3,361,691
Pay Equity Funding	38,039
Invested In Net Capital Assets	1,198
Property Tax Rebate	4,372
Interest Income (Loss)	(10,207)
	<hr/>
	\$3,395,093

EXPENDITURES:

Salaries, Benefits & Enhanced Staffing (Purchase of Service)	\$ 3,204,820
Other Expenses	280,356
	<hr/>
	\$ 3,485,176

EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES:

\$ (90,083)

Full statements are available upon request



RESOURCES FOR EXCEPTIONAL CHILDREN AND YOUTH - DURHAM REGION

(INCORPORATED WITHOUT SHARE CAPITAL UNDER THE LAWS OF THE PROVINCE OF ONTARIO)

SUMMARY STATEMENT OF OPERATIONS

PROGRAMS FUNDED BY THE PROVINCE OF ONTARIO

FOR THE YEAR ENDING MARCH 31, 2022

Ministry of Children, Community and Social Services / Ministry of Health

REVENUE:

Children and Youth Mental Health funds:

Family Capacity Building and Support	\$ 190,893
Coordinated Access and Intake	14,508
Intensive Treatment Services	180,662
Kinark Emergency COVID-19 Funding	38,000
Case Management and Service Coordination	14,508
Targeted Prevention	45,493
	<hr/>
	\$ 484,064

C.S.N. Community Enhancement	80,000
C&FI Operating Non-residential	407,843
In / Out of Home Respite	20,000
Service Planning Coordinators	593,537
Urgent Response Services	74,670
Other One-Time Fiscal Funds	77,414
Invested in Capital Assets	50,005
	<hr/>
	\$ 1,303,469

EXPENDITURES:

Children and Youth Mental Health funds:

Family Capacity Building and Support	\$ 190,894
Coordinated Access and Intake	14,500
Intensive Treatment Services	180,662
Kinark Emergency COVID-19 Funding	38,000
Case Management and Service Coordination	14,500
Targeted Prevention	45,493
	<hr/>
	\$ 484,049

C.S.N. Community Enhancement	80,000
C&FI Operating Non-residential	408,013
In / Out of Home Respite	20,000
Service Planning Coordinators	593,537
Urgent Response Service	75,581
Other One-Time Fiscal Funds	74,258
Amortization of Capital Assets	30,632
	<hr/>
	\$ 1,282,021

EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES:

\$ 21,463

Full statements are available upon request



RESOURCES FOR EXCEPTIONAL CHILDREN AND YOUTH - DURHAM REGION

(INCORPORATED WITHOUT SHARE CAPITAL UNDER THE LAWS OF THE PROVINCE OF ONTARIO)

SUMMARY STATEMENT OF OPERATIONS

ONTARIO AUTISM PROGRAMS FUNDED THRU OTHER AGENCIES

FOR THE YEAR ENDING MARCH 31, 2022

REVENUE:

Grandview Children's Centre

Annual Funding

\$ 113,000

Allocated to the Purchase of Capital Assets

(4,982)

\$108,018

Kinark Child and Family Services

Annual funding

\$ 271,728

Allocated to the purchase of capital assets

(6,652)

\$ 265,076

EXPENDITURES:

Grandview Children's Centre

Salaries and Benefits

\$ 79,901

Other Service Costs

20,717

Allocated central administration

7,400

\$108,018

Kinark Child and Family Services

Salaries and Benefits

\$ 230,812

Other Service Costs

8,693

Allocated central administration

34,264

\$265,076

EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES

\$ -

Full statements are available upon request



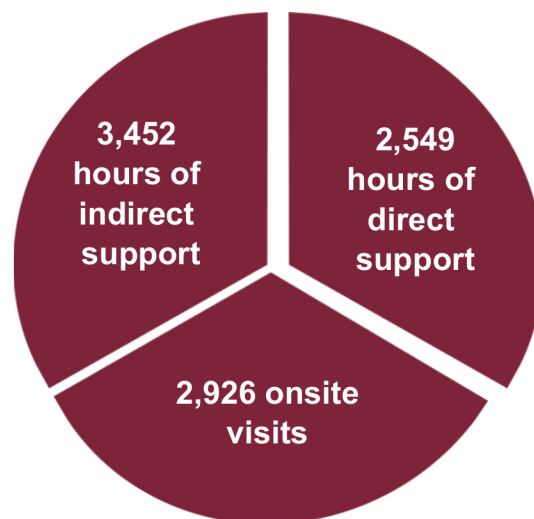
SPECIAL NEEDS RESOURCING SUPPORTS

Early Learning Inclusion (ELI) Program

The Early Learning Inclusion program is offered through funding provided by the Region of Durham Children's Services Division, who are funded in part by the Ministry of Education. In 2021, in collaboration with two Home Child Care agencies, a service model specific to providing consultation to Home Child Care providers, was developed. With the addition of the Home Child Care sector, in 2021 Early Learning Inclusion (ELI) Consultants provided support to 339 sites which also included licensed child care, approved recreation programs, and EarlyON programs.

ELI Consultants collaborate with the staff of the early learning and child care programs to identify opportunities for the inclusion of children. Leveraging the strengths of the early learning program, ELI Consultants provide resources, training, and hands-on support as required.

In 2021 ELIs were regularly in attendance at early learning locations. While present, the ELIs spent time completing observations in classrooms to support the development of strategies or suggestion to support the program. Visuals and resources were provided to support the success of the programs. The ELIs participated in the program alongside the educators to provide modeling on how to implement strategies and suggestions. The RFECY staff also supported educators by attending or co-facilitating team meetings with families and Special Needs Resourcing partners to further the learning and inclusion of the children in the program. Supporting educators as they developed Individual Support Plans is another aspect of the ELI role. The ELIs ensure that all the work that is being done is documented on a Collaborative Action Plan so that everyone involved knows the goals, strategies and next steps to support the centre and children attending the program.



Although it was another year of change and challenges, the ELI Team continued to grow and connect with the early learning community. We thank the early learning and child care staff and our community partners for their dedication in providing inclusive early learning environments.



Enhanced Staffing Program

The Enhanced Staffing Program provides additional staffing to early learning and child care programs to support the inclusion of children with high needs and their peers. The Enhanced Staffing Program is integrated with the delivery of the RFECY Early Learning Inclusion services. This ensures that the early learning and child care community receives the level of support that matches their needs. In addition to providing suggestions and strategies, as part of their role, the Early Learning Inclusion Consultants assist with the Enhanced Staffing application process and the implementation of the Program Assistant role in the early learning environment.

RFECY recorded an increase in the level of support requested in 2021, specifically through the summer and fall contract periods. In part, this increase reflected the high level of support needed to transition children back into child care on a more consistent basis.

We look forward to continuing to work together with the Region of Durham – Children’s Services Division, the Special Needs Resourcing partners, and the Early Learning and Child Care sector to deliver an Enhanced Staffing Program that supports our child care partners and the children attending programs within their community.



**Individually, we are one drop. Together we are an ocean.
~Ryunosuke Satoro**



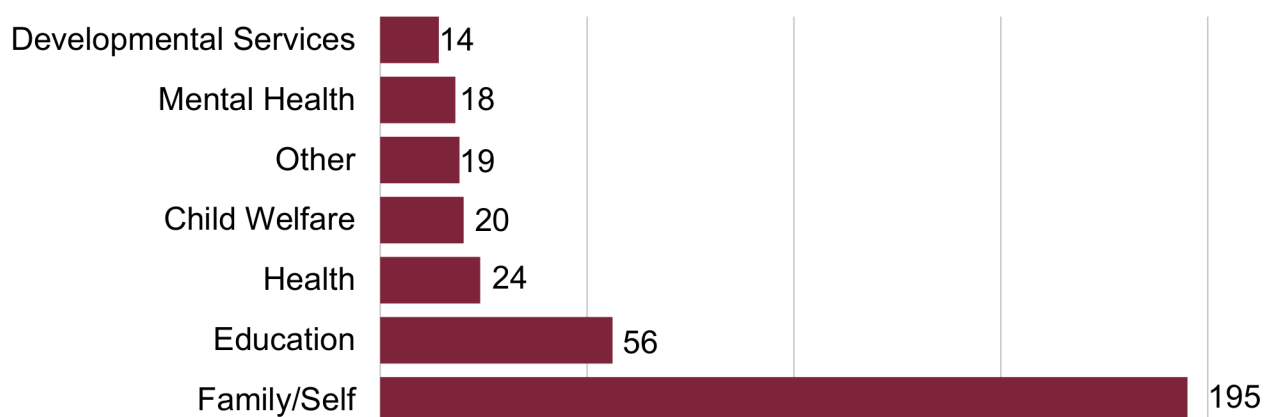
SERVICE PLANNING SUPPORTS

The programs offered within the Service Planning Supports services are funded by the Ministry of Children, Community and Social Services (MCCSS). We appreciate the continued commitment and trust of MCCSS in RFECY's delivery of the following services.

Access Service

The RFECY Access Service is the “front door” to the child, youth, and family supports provided by the Agency. The Access Coordinator is the first point of contact who responds to all calls to the RFECY Access line. Calls to the Access Service were received from across our community, with the most frequent referrer, after family, being the Education System.

Referrals Per Source



Through the April 1, 2021 to March 31, 2022 funding year, the Access Service responded to a total of 471 unique contacts, which was a 45% increase from the 2020-2021 year. While restrictions and closures due to the COVID-19 pandemic continued to impact our community, the Access Service remained responsive to family needs and the Access Coordinators were able to deliver service both virtually and in person.

The Access Service offers a continuum of supports from information sharing and service navigation to Brief Service when more hands-on support is needed (e.g., help to complete referrals or applications; attendance at a school meeting). Of the 471 requests responded to, 149 were general inquiries that were seeking response to a general question or request for information. Child/youth specific calls totaled 322 and these calls focused on providing support to address a need or question specific to a child. This included 40 clients who were re-referred, meaning that their needs had been met and the family called back at a later date for additional support. This re-referral rate demonstrates the efficacy of our current service delivery model.

Part of the role of the Access Coordinator is to assess, with the caller, the need for a more intensive or long-term service that can be provided through other RFECY programs or community support services. In the 2021-2022 year, 81 of the calls received (17%) were triaged to other RFECY programs to receive longer term or more intensive supports.



Coordinated Service Planning

For children and youth who have multiple and/or complex needs, a Service Planning Coordinator works with the child/youth and their family to develop a Coordinated Service Plan that reflects their service needs and priorities. As priorities are identified, the Service Planning Coordinator provides information on relevant community services and resources, supports the family to navigate the service system, and assists the family to link to selected supports as needed. The Coordinators worked with the child/youth, their family, and their community service team to implement, monitor, and update the service plan.

In 2021-2022, RFECY witnessed a heightened need for attention and resources from families parenting a child with multiple and/or complex needs. In addition to the supports above, Service Planning Coordinators were able to offer an enhanced role in navigating virtual service options available in the community, supporting school participation, and planning for additional in-home respite support.



Fetal Alcohol Spectrum Disorder (FASD) Supports

FASD Coordinators provide service coordination and navigation to families with a child/youth diagnosed with FASD or with suspected FASD. In the 2021 – 2022 funding year, the FASD Coordinators assisted 71 families to identify goals and priorities in order to develop an integrated service plan that was responsive to their family’s needs. FASD Coordinators also worked to enhance community awareness of FASD and act as a resource to families and community service providers. During this funding year, the FASD Coordinators successfully completed an FASD certification program with the University of New Brunswick and this knowledge has informed capacity building work.

During 2021 – 2022, Coordinators in the Coordinated Service Planning and FASD Supports programs continued to offer services virtually and by phone to meet the needs of children, youth, and families and started to offer in-person support opportunities as public health restrictions lessened.



Coordination Services for Children and Youth – Durham Region

Coordination Services for Children and Youth (CSCY) is a program that responds to the needs of children and youth when the complexity of their needs requires support beyond what is being offered by the local service system. Through collaboration with families and community service providers, the program facilitates the intensive service coordination required to meet the unique needs of each child or youth.

Throughout the second year of the COVID-19 pandemic, Intensive Service Coordinators continued to support families and community service partners through teleconferences and virtual meetings. Creative solutions included increased levels of support for the child, youth, and family, leveraging of partnership opportunities, and collaborative funding agreements with service partners to offset the extraordinary costs associated with caring for a child or youth with complex needs.

CSCY at a Glance April 1, 2021 - March 31, 2022		
48 new referrals for intensive service coordination	146 unique children/youth/families served	2,088 direct and indirect service hours dedicated to child/youth/families

ONTARIO AUTISM PROGRAM (OAP) DURHAM

Family Support Worker Supports

The Ontario Autism Program (OAP) continued to transition to the new needs-based OAP and through this transition, RFECY's OAP Family Support Workers (FSW) continued to support families with service navigation and service planning as well as providing information about the changes to the OAP. Due to changes in service delivery, the RFECY Family Support Worker role ended March 31, 2022.

It was an honor to work collaboratively with Grandview Children's Centre and Kinark Child and Family Services to deliver the Family Support Worker role. We look forward to future opportunities to collaborate with these and other agencies in the delivery of Autism services.



CHILDREN'S MENTAL HEALTH SUPPORTS

The programs offered within the Children's Mental Health Supports are funded by the Ministry of Health (MOH). We appreciate the continued commitment and trust of MOH in the delivery of the following services.

Dual Diagnosis Respite Funding Transition Activation Worker Program (TAW)

The Dual Diagnosis Respite program provided 86 families with funding to support 1:1 respite in-home or in the community for children and youth presenting with the complexity of both a developmental disability and a mental health diagnosis. The respite provided through these funds supports the stability of the family, reduces demand for more intensive services, and enhances the inclusion of the child or youth in their community. Throughout the COVID-19 pandemic, families were supported to find ways to use community and virtual supports to enhance the support provided through this funding.

The Transition Activation Worker program allocates funding to support youth who have been diagnosed with a serious mental illness as they transition back into their community from inpatient treatment in a hospital or mental health treatment provided in a live-in setting. A skilled professional works with the youth on goals and strategies set by the live-in treatment provider to support their success in the community. In the 2021-2022 year, 34 clients accessed the TAW support offered through RFECY, and received over 2,600 hours of support using these funds.

Talking About Mental Illness (TAMI) Mental Health Training

Working with community service providers and school board personnel, the goal of Talking About Mental Illness (TAMI) Durham is to increase students' knowledge about mental illness and decrease the stigma associated with mental illness. This goal is normally achieved through the use of the TAMI curriculum, in-class presentations, and annual Stomping Out Stigma (SOS) youth summits. During the COVID-19 pandemic period, TAMI offered programming virtually through the presentation of pre-recorded speaker sessions to complement the work that classroom teachers were doing with the students. SOS summits were not offered during the 2021-2022 school year.

Due to the COVID-19 pandemic, in person group learning opportunities funded through the Mental Health Training program were suspended for the funding year. Some virtual opportunities were accessed through this training fund. We look forward to being able to resume training opportunities in the future.

**Alone we can do so little; together we can do so much.
~Helen Keller**



RFECY BOARD OF DIRECTORS



Sheryl Lamkey: President, Parent Representative

Sheryl is a Child and Youth Worker with the Children's Aid Society of Toronto. Sheryl has a daughter with special needs and has played an active role in advocating for exceptional children. In her spare time, Sheryl enjoys reading, doing crafts, walking, and running. Sheryl joined the Board of Directors in 2005 and is the current chair of the Communication Committee. She is also a member of the Audit Committee.



Jody Chapman: Director, Child Care Representative

Jody is a mother and grandmother. She is a Registered Early Childhood Educator, and currently the Executive Director of integrated child care centres in Durham Region. Jody's numerous years of experience have benefited the early childhood community. Jody joined the Board of Directors in 1995 and served as Vice-President from 1998-2005. She assumed the position of Secretary-Treasurer effective September 2005 and became President in 2007. Jody is a member of the Audit Committee, the Communication Committee, and the Human Resources Committee.



Jennifer Cooke: Director, Community Representative

As a Child Youth Worker for over 20 years, Jennifer has extensive experience working for non-profit and charitable organizations across the GTA. Throughout her career she has had the opportunity to work with young people in day-treatment, facilitating educational workshops, building relationships with stakeholders, and volunteering her time in the community. Currently, Jennifer works to help connect those with low mood to moderate depression with therapeutic services as a Stakeholder Engagement Specialist for the Canadian Mental Health Association - Ontario's BounceBack program. In her spare time, Jennifer enjoys spending time with her family, playing sports, hiking, and camping.



Danica Cross: Director, Community Representative

Danica holds a Bachelor of Arts Degree from York University and a post graduate diploma in communication disorders. Currently she is the Manager of Intake and Service Coordination at Surrey Place in Toronto. Danica has worked in the field of developmental disabilities for over 20 years and brings with her a deep understanding of the developmental system with many years of clinical experience. Previous roles include Service Coordinator, Communicative Disorders Assistant, and Infant Hearing Screener. In her spare time Danica loves to embrace her entrepreneurial spirit owning and operating several small businesses. She also enjoys spending time outdoors with her family and two dogs.





Greg Dionne: Director, Community Representative

Greg is a Chartered Professional Accountant and is a Director of Inspections with the Canadian Public Accountability Board. He holds a Bachelor of Commerce (Honours) degree from the University of Ontario Institute of Technology. Outside of work and volunteering, Greg enjoys travelling, canoeing throughout Durham Region, and relaxing with family and friends at his family cottage. Greg joined the Board of Directors in 2014 and is a member of the Human Resources and Audit Committees.



Jack S. Jeyakumaran: Director, Community Representative

Jack S. Jeyakumaran is a Director of Finance and Strategic Planning. He is responsible for finance and strategic planning, reporting, analysis, day to day administration and registration activities, contract review and administration, administer the university partners account activities, direct, and manage the procurement activities, strategic pricing and infrastructure direction in new international business set up, and managing information technology initiatives.

Born in Sri Lanka, Jack has international experience living and working in the United Kingdom. While in the United Kingdom, Jack worked as an Assistant Management Accountant at the Bloomsbury Health Authority and at the United Friendly Insurance PLC, in the areas of strategic planning, financial analysis and planning. Following his experience in the U.K, Jack worked over eighteen years in Financial Planning, Analysis functions with leading Canadian retail companies. He worked for Dylex Ltd., T. Eaton's Co., Club Monaco, Hudson Bay Co., HDS Retail North America, Fairweather Group and at present with Schulich School of Business for the past 14 years.

Jack S. Jeyakumaran is a Chartered Management Accountant and an Industrial Engineer. He is a "Fellow Member" of the U. K's prestigious Chartered Institute of Management Accountants and was a "Senior Member" of the American Institute of Industrial Engineers.



Anne Joyce: Director, Community Representative

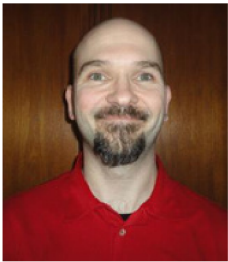
Anne is the Financial Services Marketing Director at CGI, with a deep background in marketing strategy and execution, writing, and editing. A newer member to the Board, she is eager to contribute her unique skill set to the Communication Committee. As a mom to a son on the spectrum and two adopted daughters, Anne is passionate about autism advocacy, inclusion and diversity, and mentorship. She spends her spare time running, hiking, and staying fit, and her love for the outdoors and nature is only matched by her love of reading and coffee.





Paul Keppen: Vice-President, Community Representative

Paul is a Senior Commercial Account Manager with RBC Royal Bank and services clients throughout the Durham Region. He has over twenty years of experience in the banking industry and is able to utilize those skills on our Board. Paul is a graduate of the Honours Economics Program at the University of Western Ontario. In his spare time, Paul enjoys playing hockey and golf. Paul joined the Board of Directors in 2009 and is a member of the Human Resources Committee.



James Shiels: Director, Parent Representative

James began his career in health care as a Customer Service Representative and currently leads a strong team in distribution. He has also been a volunteer with the Scarborough Blizzard Soccer Club. James enjoys running and playing soccer in his spare time. His number one goal is helping his young son overcome challenges he may face as a child with Down Syndrome and cheering him on with each success. James joined the Board of Directors in 2013. He is a member of the Human Resources and Audit Committees.



**It is in your hands, to make a better world for all who live in it.
~Nelson Mandela**



CURRENT RFEY STAFF COMPLEMENT

As of September 5, 2022

Management	
Denise Cashley	Executive Director
Christina Cicchetti	Supervisor – SNR Programs
Mary Colwell	Supervisor – SNR Programs
Bev Cummins	Program Director
Jenna Francis	Manager – Family and Community Supports
Kelly King	Manager – Family and Community Supports
Lynn McInnes	Supervisor – SNR Programs
Jo-Ann McLellan	Program Director
Nicole Morash	Manager – Family and Community Supports (on leave)
Lindsay Nomm	Manager – SNR Programs
Rebecca Skelton	Manager – Strategic Communications and Community Partnerships
Caroline Smitton	Finance Manager
Administrative Supports	
Naima Nabeel	Finance Clerk
Liann Trinca-Jenkinson	Executive Assistant
Program Staff	
Early Learning Inclusion Consultants	
Morgan Bartlett	Trina Johns
Josie Cea	Sarah Kowlessar (on leave)
Tashawna Chang	Terra Mucci
Emiley Easton	Elysha Rahim
Taylor Flynn	Safaya Shaideen
Eda Greco	Melissa Simpson
Amanda Heintl	Nadia Tamburro
Nerissa Henry	Liz Turkentine
Jennifer James (on leave)	Sarah Wilson
Service Planning Supports	
Thia Belmar-Moncrieffe	Lisa Mullins
Doug Caverley (on leave)	Jennifer Muthiah
Natasha Gonzalez	Megan Thorpe Ross
Lindsay Lane	Alex Warrack
Victoria Mewhinney	Amanda Wood



THANK YOU

Our Agency supports families of children who have special needs and helps to enhance their child's participation in their community. Inclusion of ALL children with special needs is a primary focus of our Agency. Your donation will help us to fund this mission by providing developmental programming, service coordination, and direct supports within the local community.

On behalf of Resources for Exceptional Children and Youth - Durham Region, I thank you most sincerely for your thoughtful consideration in choosing us as a recipient of your donation.

Yours sincerely,

Denise Cashley

Denise Cashley
Executive Director

I would like to make a contribution and support the inclusion of ALL children.

\$10 \$25 \$50 Other: _____

Name: _____

Address: _____

City / Postal Code: _____

Please note that credit cards cannot be accepted.

Cheque enclosed

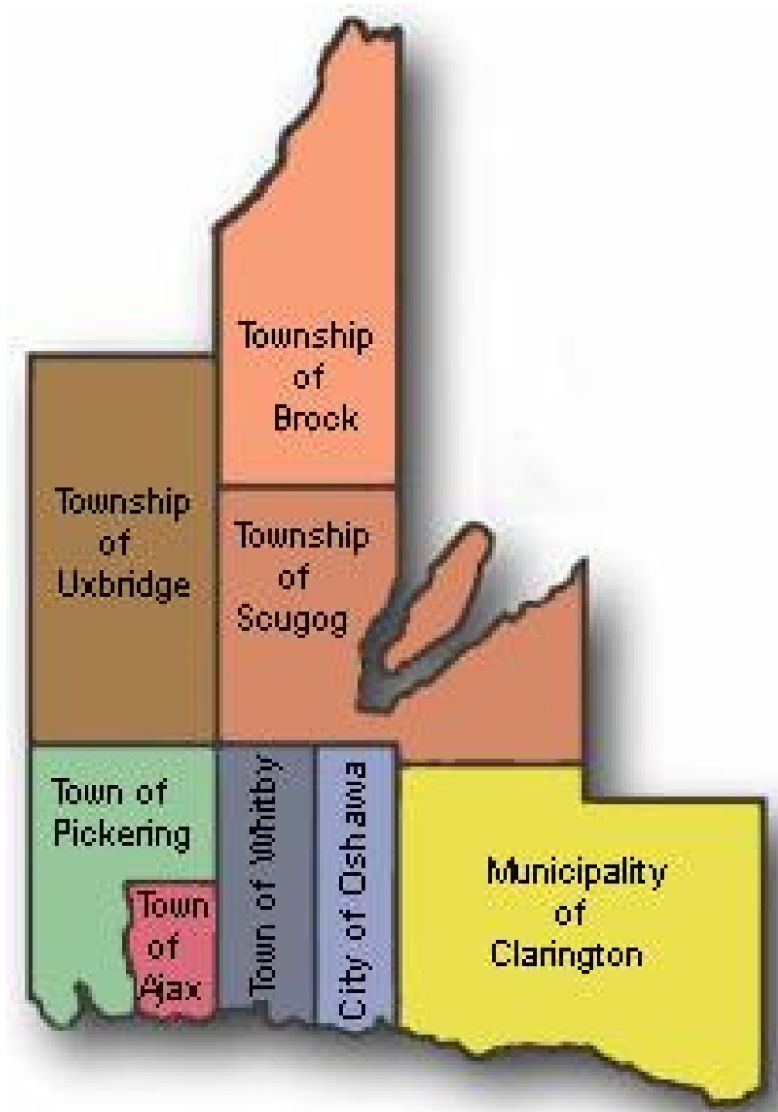
Online donations accepted at www.canadahelps.org

Resources for Exceptional Children and Youth - Durham Region
865 Westney Road South, Ajax, ON L1S 3M4

Charitable Registration No. 12209 6407 RR0001

Official Tax Receipts will be issued for donations of \$20 or more.





Resources for Exceptional Children and Youth – Durham Region

865 Westney Road South, Ajax, ON L1S 3M4

Telephone: 905-427-8862 / 1-800-968-0066

Website: www.rfecydurham.com

**Advancing an inclusive community for children and youth
with exceptional needs and their families.**

