

ANNUAL REPORT

2023-24



FIREFLY

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FIREFLY offices operate on the original lands and territories of the Anishinaabeg, the Mushkegowuk, and the Métis peoples. Treaties 3, 5, and 9 were signed upon these lands. We strive as guests on these lands to honour our responsibilities to care for this land and uphold the treaties that were signed therein.

LETTER FROM THE CEO & BOARD CHAIR



**KAREN
INGEBRIGTSON**

CEO FIREFLY

Making a positive difference in the wellbeing and the life journey of children, youth and families is the mission of FIREFLY. In this ever-changing world, the perspectives of children, youth and families living in the northwest guide our mission. They are our greatest teachers. Their experiences and hopes inspire us to go above and beyond to improve the quality of care.

Early this year, thanks to the feedback received from clients, staff and community partners, FIREFLY launched a new strategic plan. At the core of this plan are quality commitments to our children and families, staff, and communities across the region. These commitments are reflected in our activities this year.

The Annual Report details the breadth of FIREFLY services and the quality commitment of our staff. To highlight, service access was streamlined through applying LEAN quality improvement approaches for mental health and an online booking system was established for FIREFLY families. Online parenting programs, regional autism support groups for children youth and parents, picky eaters workshops, all gender Dialectical Behavior Therapy group and summer camps provided additional supports.

Services for early years mental health grew. In partnership with the Lake of the Woods District Hospital, our complex feeding and swallowing clinic was expanded. Voice interpreter services were engaged to support connected, safe, equitable and responsive services for clients. Significant investments were made in building capacity through training in pediatric mental health EMDR, Reflective Family Play, change management, LEAN Six Sigma process improvements as well as support for staff in use of data dashboards to track service progress and guide decision making. In partnership with Fort Frances Canadian Mental Health Association and the Lake of the Woods District Hospital we were thrilled to integrate the voice of families as experts with the hire of a Parenting Support Worker. Renovation of the prior Cameron Bay childcare space began this year to accommodate new speciality services designed with clients' well-being top of mind. Finally, FIREFLY continued to champion for children, families, and communities with many valued local, regional, and provincial partners, strengthening our collective goal of service excellence for children.

We are proud of our staff and the high-quality services they provide. We are grateful for the dedication and wisdom of our volunteer Board guiding us forward. Looking ahead, we remain committed to continuing to adapt, listen and learn from children, youth, families and communities, taking these lessons with us into the future. We thank you for your trust, service, support, leadership, and partnerships. We are steadfast in upholding our quality commitments for brighter futures.



**KIM
VARES**
Board Chair

A handwritten signature in blue ink, appearing to read 'Karen Ingebrigtsen'.

Karen Ingebrigtsen

A handwritten signature in blue ink, appearing to read 'Kim Vares'.

Kim Vares

OUR MISSION

Making a positive difference in the wellbeing and life journey of children, young people and families.

OUR VISION

HEALTHY PEOPLE. RESILIENT FAMILIES. VIBRANT COMMUNITIES.

OUR VALUES



REACHING BEYOND

We are future focused, driven by what is possible, and gracefully navigate change for the better.

Artwork by Grade 6 student, Rylie Kosloski, École Ste-Marguerite Bourgeoys, Kenora



HEART

This value is about how we do our work; with heart, dedication and with good reason. It's how we approach our work; with empathy, passion, caring, respect and sensitivity.

Artwork by grade 6 student, Laura McNulty, École Ste-Marguerite Bourgeoys, Kenora



SHARING & PLAYING TOGETHER

Relationships are the foundation of everything we do. We believe in joining, connecting and collaborating.

Artwork by Grade 6 student, Maggie Carlson, École Ste-Marguerite Bourgeoys, Kenora



EMPOWERMENT

We believe in everyone's strength and capacity and we support their development in the work we do. We cheer and praise, build confidence and celebrate the strengths of our clients.

Artwork by Grade 6 student, Maggie Carlson, École Ste-Marguerite Bourgeoys, Kenora



ACCOUNTABILITY

We are dependable and take responsibility for our work, our interactions, our relationships, and our results.

Artwork by Grade 2 student, Kierron, Open Roads School, Dryden

OUR COMMITMENTS

- We honour diversity and affirm the identities and lived experiences of those we serve.
- We strive to be exceptional in the services we provide.
- We are passionate advocates for equity, social justice and reconciliation.
- We work to reduce barriers and promote inclusion.
- We work continuously at being the best we can be as staff and as an organization.
- We are committed to physical, emotional, developmental and cultural safety.

2023-2026 STRATEGIC PLAN



CHAMPION LISTEN

for children, families and communities.

- Elevate the voice of the families for change.
- Promote health equity and system integration.
- Facilitate and act on Calls to Action and service alignment with Indigenous communities.
- Create and grow with communities and partners for greater impact.

empower and inspire each other.

- Sustain an aligned culture of inclusion, pride and teamwork where staff voice matters.
- Increase staff retention and recruitment – Employer of Choice.
- Invest in our people for service excellence and planning for change.
- Foster an environment where staff, student and volunteers share and continuously grow.
- Provide a healthy and safe work environment.

TRANSFORM INNOVATE

experiences and outcomes.

- Integrate voice of families as experts and partners for service excellence.
- Remove barriers to timely and equitable access to services.
- Adopt creative approaches and outreach for underserved and those who are marginalized in our communities.
- Lead in regional best practices to deliver specialized services for those with complex needs.
- Incorporate cultural competency and client safety practices in all we do.

for quality and success.

- Grow as a centre of excellence for research, innovation, and education.
- Drive evidence-based practice with enhanced capacity and efficient use of data.
- Build greater capacity and focus on external communications.
- Plan and develop facilities for staff and service requirements.



BUILDING BEYOND

KENORA RENOVATIONS

In 2023 FIREFLY began renovating the former Cameron Bay Childcare Centre in the Kenora location in order to continue offering more specialized services closer to home. A soft launch saw clients using the spaces in early February, 2024 with an official Grand Opening held in April, 2024. Thank you to everyone who was involved with this process, the feedback about the renovations has been wonderful, and we look forward to continuing to offer new services out of this space.



WARM AND WELCOMING

FIREFLY collaborated with staff, families, and clients to craft inviting, non-clinical environments. This included a reception area, spacious waiting room, client/caregiver library, three treatment rooms, a multipurpose area, and fully accessible washrooms. Inspired by the Canadian Shield and local flora and fauna, the design and color palette evoke the essence of rocks, earth, and trees. The space was specifically tailored to accommodate specialized services like child and youth psychiatry, seating and positioning, and augmentative and alternative communication.



OUR PROGRAMS & SERVICES



CHILD AND YOUTH MENTAL HEALTH

- Counselling & Therapy
- Parenting Mental Health Support
- SNAP (Stop Now and Plan)
- Psychology Services
- Youth Justice Program
- Tele-psychiatry (SickKids)
- Triple P (Positive Parenting Program)
- Circle of Security Parenting Program
- Child and Adolescent Psychiatry Services
- Family and Caregiver Services
- One Stop Talk
- Eating Disorders



EARLY YEARS

- Developmental activities
- Prenatal and nutrition program
- Play-based learning opportunities for children 0-6 and their families

CHILD AND YOUTH DEVELOPMENTAL SERVICES

- Occupational Therapy
- Physiotherapy
- Speech-Language Pathology
- Augmentative and Alternative Communication
- Complex Feeding and Swallowing
- Seating and Mobility
- Infant and Child Development
- Community Based Rehabilitation Services
- School Based Rehabilitation Services
- Indigenous partnerships in service delivery



RESPITE SERVICES

- In-home
- Out-of-home
- Autism respite





AUTISM SERVICES

- Behaviour Intervention
- School Support Services
- Core Clinical Services Ontario Autism Program (OAP)
- Urgent Response Service (OAP)
- Entry to School (OAP)
- Caregiver-Mediated Early Years (OAP)



COORDINATED SERVICE PLANNING

- Service for children and youth with multiple and/or complex special needs
- Family-centred service planning & coordination



CENTRALIZED INTAKE

- Self-referral available through phone, online form and email
- SmartStart Hub services
- Ocean eReferral

DIAGNOSTIC SERVICES

- Autism Diagnostic Hub
- Pediatric Clinic
- Northwestern Ontario Fetal Alcohol Spectrum Disorder (FASD) Diagnostic Clinic



INDIGENOUS PROFESSIONAL LEARNING OPPORTUNITIES

- Provide differentiated Indigenous professional learning opportunities to enhance culturally relevant programming
- Health teaching



WHAT'S NEW AT FIREFLY?

* Ocean eReferral

We are proud to highlight Ocean, our online referral platform, which is revolutionizing how we can refer and receive referrals across our region, significantly reducing administrative burdens and minimizing errors. This seamless integration facilitates easier and more efficient referrals from community services and primary care providers to our services, enhancing overall healthcare coordination.

Triple P (Positive Parenting Program)

This is a program designed to provide information, space, and perspective to explore parenting. It allows people the ability to choose their own goals and then select and adapt Triple P parenting strategies to help achieve those goals.

* Coconut

We are thrilled to introduce our new client-focused appointment booking and notification system, which offers unparalleled flexibility, allowing clients to seamlessly schedule group or individual clinical appointments based on their availability. This innovative platform enhances client autonomy and also provides us with robust data to monitor trends and improve strategies around appointment attendance, including no-shows.

Early Years Mental Health

This service has recently been expanded for children 0-6 to offer enhanced early years mental health services including family-based interventions, play-based therapies, and caregiver groups in addition to support and skill-building for caregivers/parents.

* Parenting Mental Health Support Worker

This new role offers both one-on-one support sessions as well as group sessions. Our Parenting Mental Health Support Worker provides a safe, non-judgmental, and confidential space for parents/caregivers to speak openly and honestly about their experiences supporting their loved ones with mental health struggles.

Autism Support Worker

This role helps support families of children with Autism Spectrum Disorder (ASD) by referring to appropriate programs externally or within FIREFLY, assisting clients with completing OAP applications and other autism related funding applications, facilitating in-person and virtual Autism groups for children, youth and caregivers and more.

* Voyce Interpretation

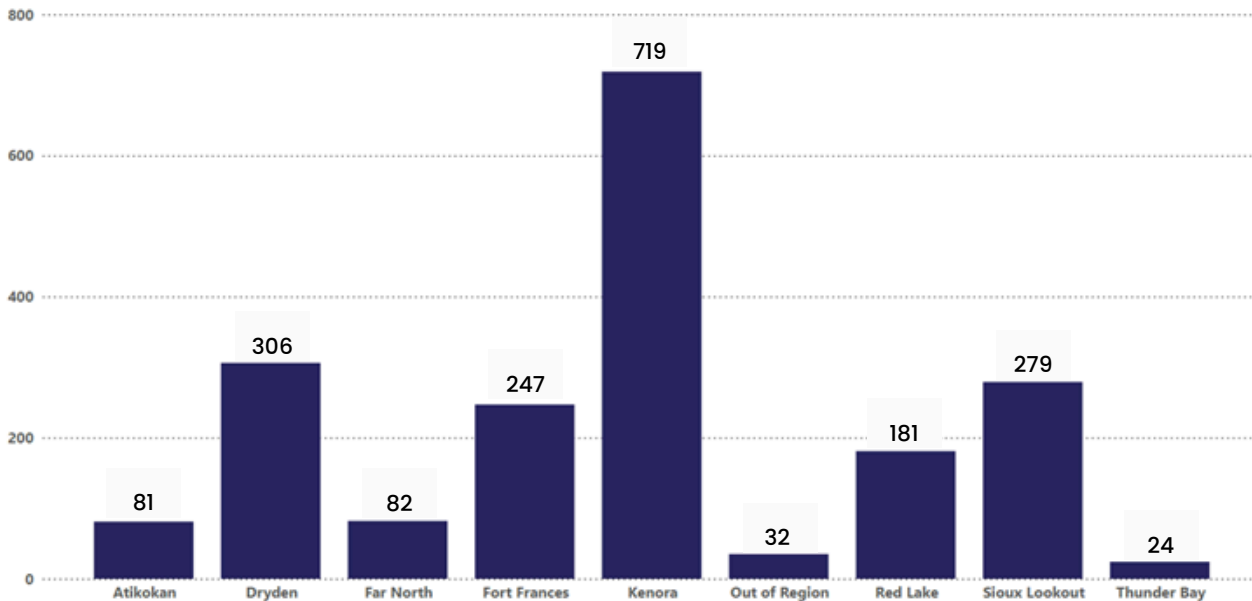
Designed to bridge linguistic barriers, Voyce seamlessly connects our clients and their families with certified healthcare interpreters. Since our launch in 2023, we've used Voyce to facilitate over 1000 minutes of virtual interpretation in diverse languages, including Ojibwe, Ukrainian, and French. This innovative platform has not only enhanced accessibility, but also fostered inclusivity, embodying our commitment to providing equitable care for all.

Workforce Capacity Data

FIREFLY participated in a study of recruitment and retention challenges facing Child and Youth Mental Health staff across Ontario. The aim of the study was to provide agencies with recommendations for the future. FIREFLY was asked to be on the steering committee to provide a voice for Northern Ontario.

CENTRALIZED INTAKE

Clients Referred by Site



Out of Region clients referred are receiving One Stop Talk services. Thunder Bay clients referred are receiving Urgent Response Services.

Offering SmartStart Hub Services

SmartStart Hubs are an entry point to children's special needs services that support the early identification of children's and families' strengths, goals, and needs, and help children and families get the help they need sooner. SmartStart Hubs are not the only way to access children's services, nor do families have to go through the Hub to access other programs and services.

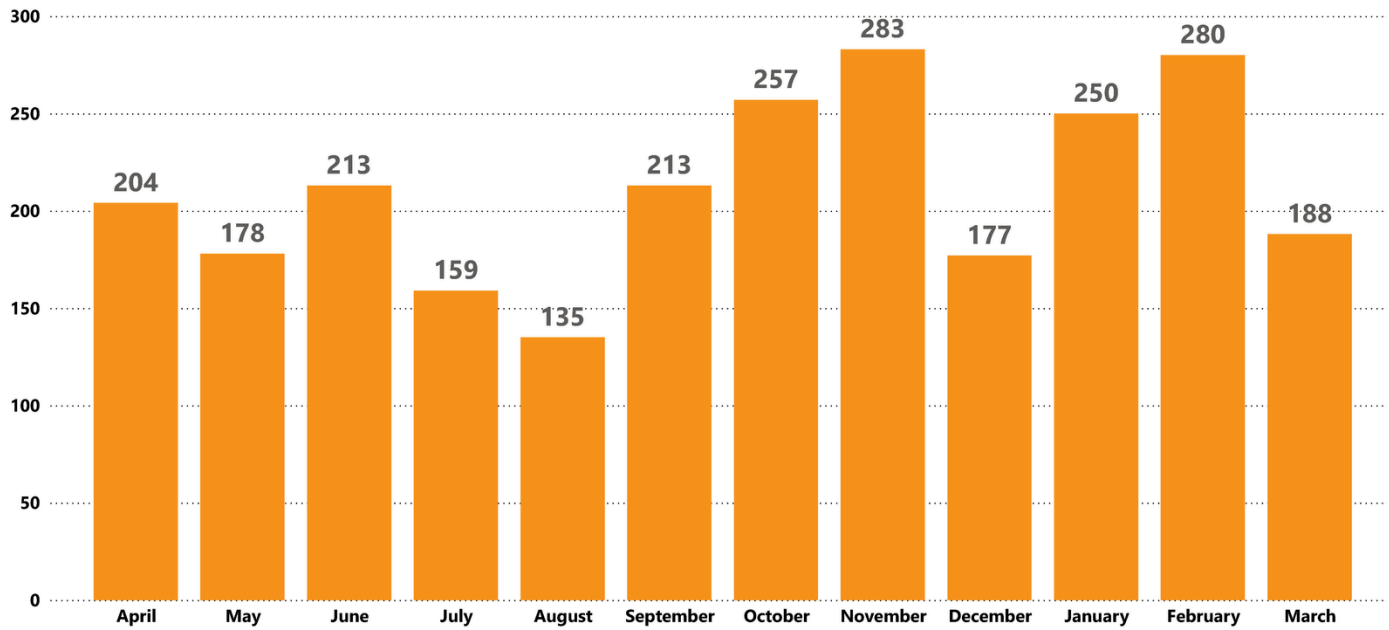
Our Centralized Intake is in Partnership with:



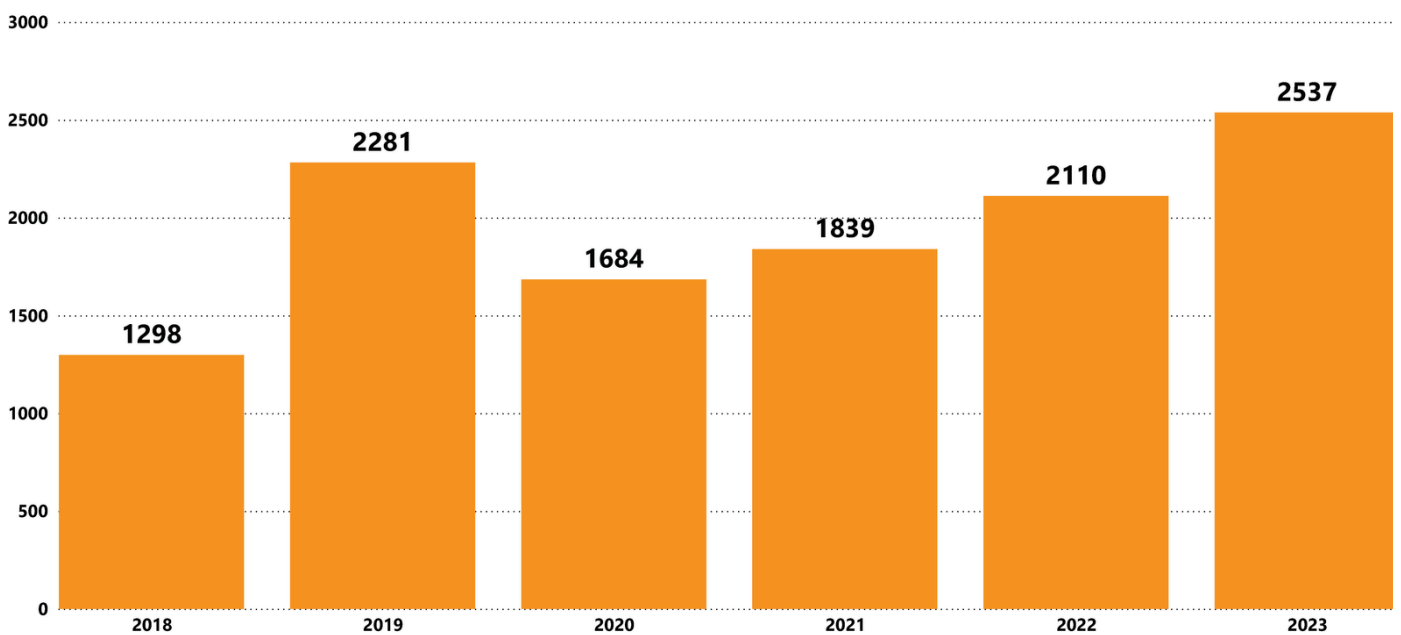


REFERRAL TRENDS

2023/24 Referrals to FIREFLY by Month

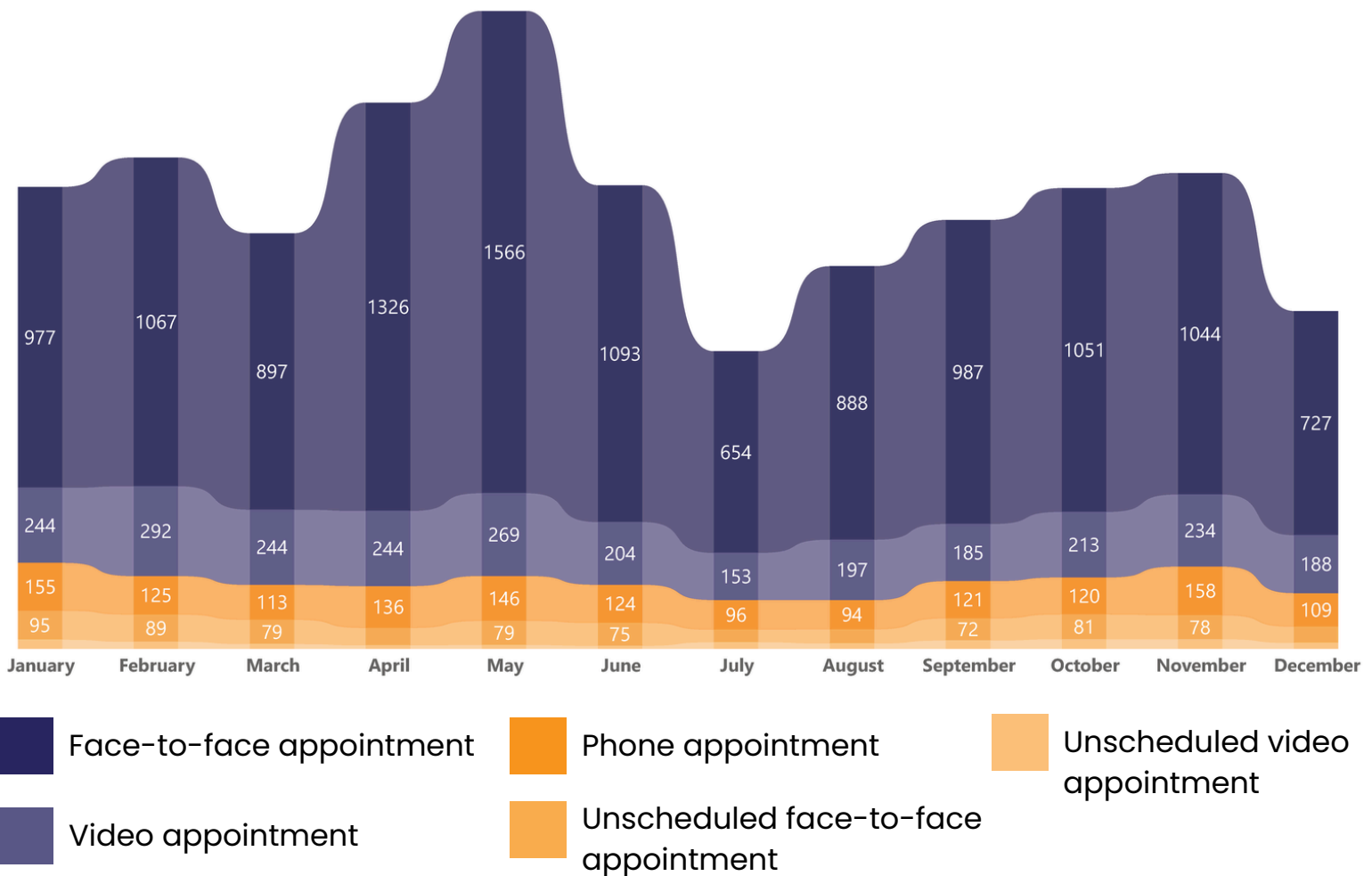


Yearly Referrals to FIREFLY Since 2018



Referral numbers dropped at the onset of the pandemic but have been steadily increasing year over year and have now exceeded pre-pandemic referral numbers.

WAYS CLIENTS ACCESS SERVICE



Service by Delivery Type

FIREFLY staff work to provide services in creative, safe, and barrier-free ways based on the preferences of our clients and their families.

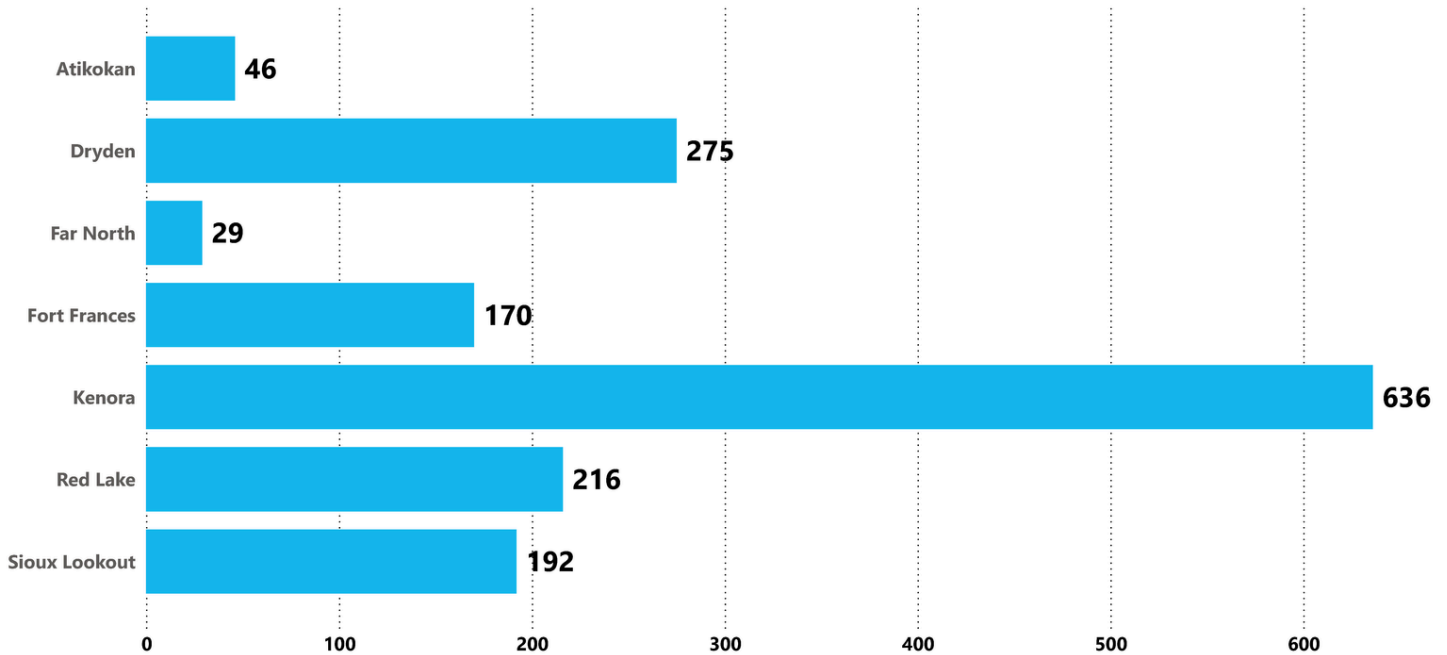
The graphic above demonstrates the many ways clients receive services.

CHILD AND YOUTH DEVELOPMENT SERVICES (CYDS)

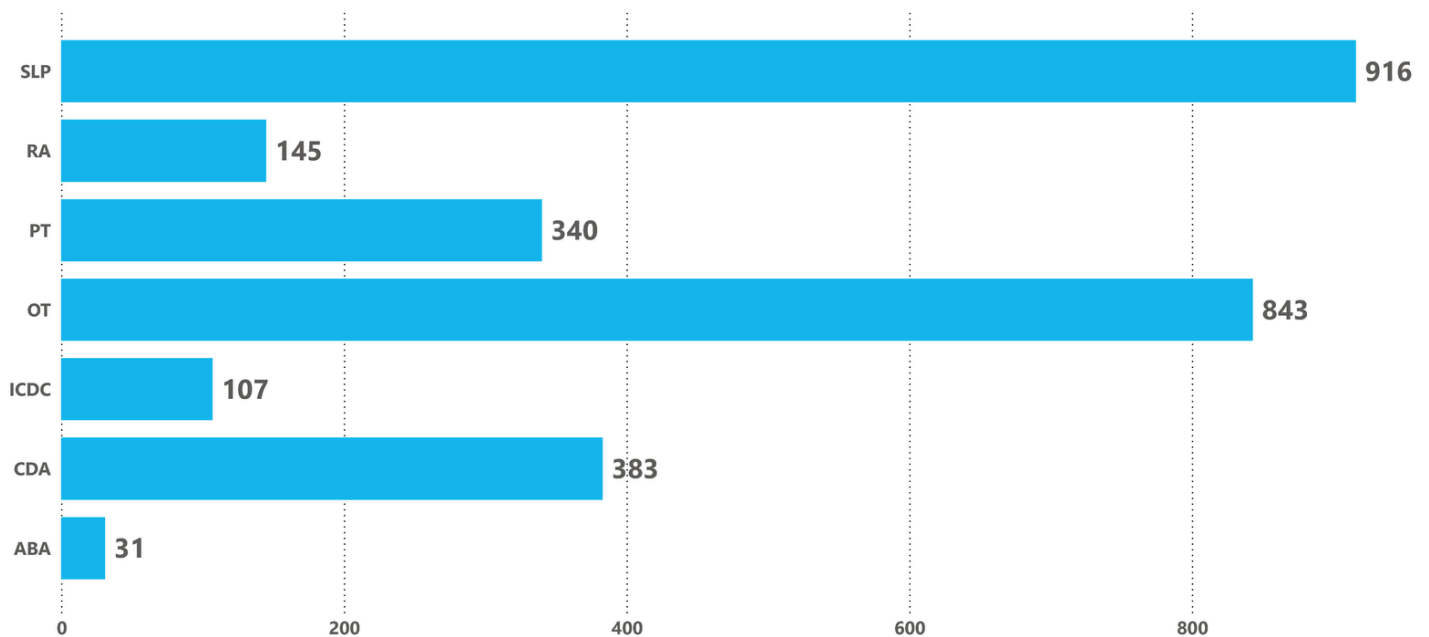


HEALTHY PEOPLE. RESILIENT FAMILIES. VIBRANT COMMUNITIES.

Clients Receiving CYDS Services by FIREFLY Site



Clients Receiving CYDS Services by Discipline

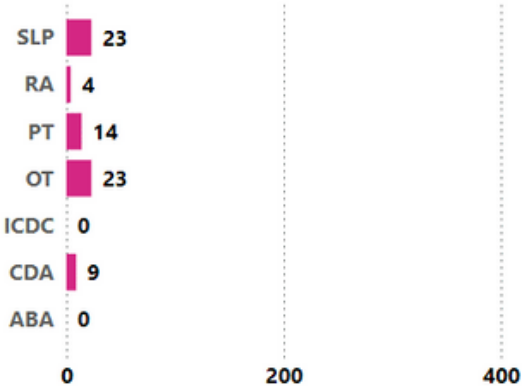


- SLP - Speech-Language Pathologist
- RA - Rehab Assistant
- PT - Physiotherapy
- OT - Occupational Therapy

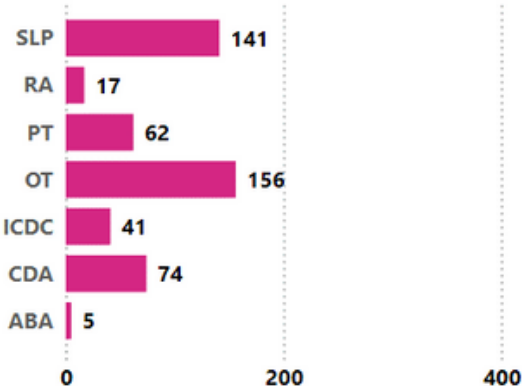
- ICDC - Infant and Child Development Consultant
- CDA - Communication Disorder Assistant
- ABA - Applied Behavioural Analysis

CYDS Services by FIREFLY Site

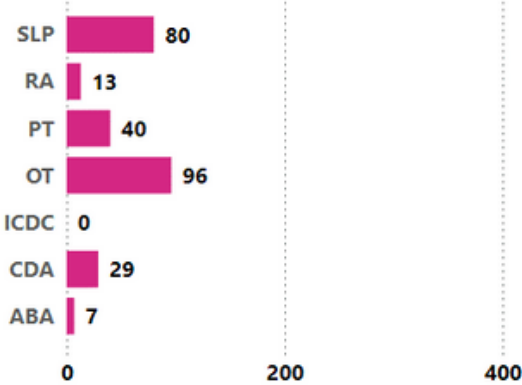
Atikokan



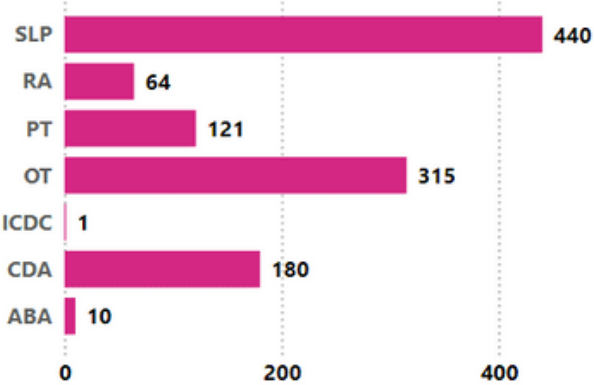
Dryden



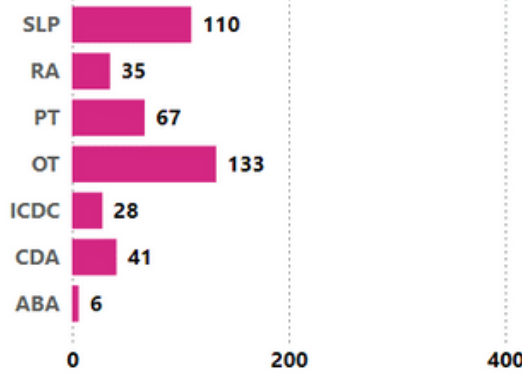
Fort Frances



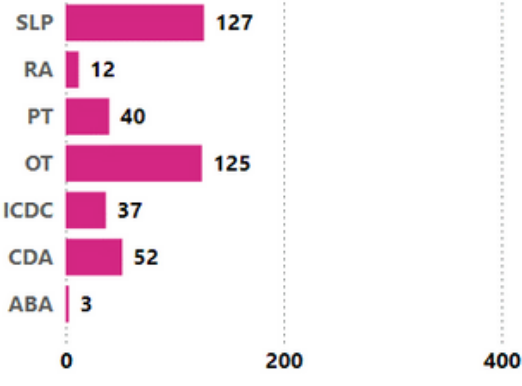
Kenora



Red Lake



Sioux Lookout



SPECIALTY SERVICES

PEDIATRIC CLINIC

The FIREFLY Pediatric Clinic offered at our Kenora site by Dr. Jennifer Coombs, Pediatrician, focuses on children and youth seeking consultation in the following areas:

- developmental delay in 2 or more areas,
- new behavioural concerns for Attention-Deficit/Hyperactivity Disorder (ADHD),
- new behavioural concerns for Anxiety,
- complex motor delay(s),
- concern for Autism (in children under 5 years of age), and
- Cerebral Palsy.

Note: to access these services, a referral must be submitted by a Physician/Nurse Practitioner

Future Plans: FIREFLY will continue to evolve the Pediatric Clinic and partner with local service providers to better meet the needs of clients within the region.



117
CLIENTS SERVED



15
CLIENTS SERVED

SEATING AND MOBILITY CLINIC

Referrals are now being received for clients requiring specialized support to address their seating and mobility needs. Occupational Therapists work with clients and local vendors to complete assessments and identify the best equipment and strategies to meet individual needs. Clients are then followed by their community team members with the support of the clinic team.

Future Plans: FIREFLY will continue to evolve service delivery throughout the region.

15

COMPLEX FEEDING & SWALLOWING CLINIC

This inter-professional assessment team includes Occupational Therapy, Speech-Language Pathology, and a Registered Dietitian, all with the expertise in complex feeding and swallowing difficulties. Clients are assessed through the clinic in partnership with their medical team and then followed by their community team members with the support of the feeding and swallowing team.

Future Plans: An increased role of Nursing and education as well as a move into a state-of-the-art clinic setting.



98
CLIENTS SERVED



109
CLIENTS SERVED

AUGMENTATIVE & ALTERNATIVE COMMUNICATION CLINIC (AAC)

This clinic supports clients in need of additional or alternative modes of verbal and written communication. Assessment, consultation, and education are provided by a Speech-Language Pathologist or Occupational Therapist who then supports the client's family and community team members to continue with the prescribed communication strategies.

Future Plans: Obtain funding as well as increased role for full complement of AAC Service team staffing and achieve General Level Assistive Devices Program (ADP) Clinic certification.

AUTISM SERVICES

In addition to our other programs and services, FIREFLY offers multiple Ontario Autism Program (OAP) specific services to clients in our region including: Caregiver Mediated Early Years, Entry to School, School Support Program, Urgent Response and Core Clinical Services (Mental Health & Behaviour Intervention).

Future Plans: Continue to prioritize diagnostic assessment and support families with linkage to service and resources through the expansion of our Autism Support Worker position.



AUTISM DIAGNOSTIC HUB

“**The fact that they considered the culture, language and history of my child where she came from. I felt very much supported.**

The assessment was extremely helpful, the follow up meeting was also very helpful.

FIREFLY provides Autism Spectrum Disorder diagnostic assessments through our regional Autism Diagnostic Hub, a partnership that was established with five regional services providers, and funded in partnership with Child and Community Resources. Diagnostic hubs provide timely access to multi-disciplinary diagnostic assessments and connect children and families with appropriate services in their community following an assessment. The Hub ensures that individuals and families in our region have access to timely, comprehensive, and culturally sensitive diagnostic services for Autism Spectrum Disorder.

Future Plans: Continue to advocate for annualized Diagnostic Hub funding, and work towards decreasing the average age of diagnosis so that critical early intervention is accessible.

78
CLIENTS SERVED

PARTNERSHIPS

KENORA CHIEFS ADVISORY



188

OCCUPATIONAL
THERAPY
CLIENTS SERVED

54

PHYSIOTHERAPY
CLIENTS SERVED

428

SPEECH-
LANGUAGE
PATHOLOGY
CLIENTS SERVED

3307

OCCUPATIONAL
THERAPY
ENCOUNTERS*

495

PHYSIOTHERAPY
ENCOUNTERS*

8642

SPEECH-
LANGUAGE
PATHOLOGY
ENCOUNTERS*

* Encounters: This number includes all modes of service provided to each client, i.e. in-person visit, phone call, attempted contact, no show, virtual visit, etc.

SIoux LOOKOUT FIRST NATIONS HEALTH AUTHORITY



90

OCCUPATIONAL
THERAPY
CLIENTS SERVED

516

OCCUPATIONAL
THERAPY
ENCOUNTERS*

2

OCCUPATIONAL
THERAPY GROUP
SESSIONS

205

SPEECH-
LANGUAGE
PATHOLOGY
CLIENTS SERVED

2940

SPEECH-
LANGUAGE
PATHOLOGY
ENCOUNTERS*

68

SPEECH-
LANGUAGE
PATHOLOGY
GROUP SESSIONS

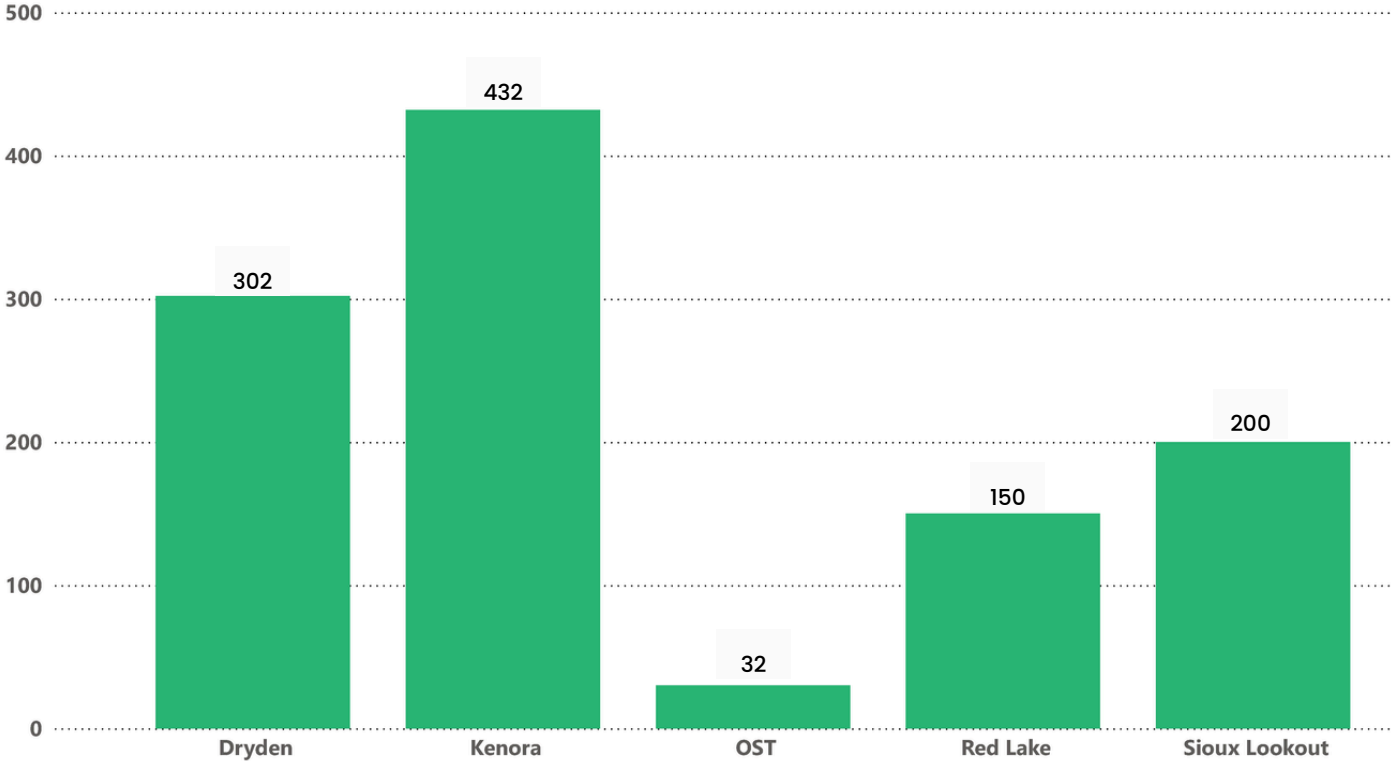
* Encounters: This number includes all modes of service provided to each client, i.e. in-person visit, phone call, attempted contact, no show, virtual visit, etc.

CHILD AND YOUTH MENTAL HEALTH (CYMH)



HEALTHY PEOPLE. RESILIENT FAMILIES. VIBRANT COMMUNITIES.

Clients Receiving CYMH Services by site



- OST - One Stop Talk





IN-SCHOOL COUNSELLING PARTNERSHIP

with Keewatin-Patricia District School Board



Presenting Concerns at Intake

- Anxiety, Panic & Worry
- Depression, Low mood
- Family Conflict
- Behavioural Concerns
- Difficulty Managing Emotions
- Trauma, Abuse
- Loss, Grief
- Attention, Concentration
- School Attendance
- Self-esteem Issues
- Isolation, Loneliness
- School-based Concerns
- Self-harm Non-suicidal, Self-injury
- Suicidal Thoughts & Behaviours
- Eating, Weight-related Concerns
- Harrassment, Bullying
- Aggression, Physical fighting, Oppositional
- Body Image Concerns
- Health, Medial Concerns
- Problematic Substance Use
- Caregiver Separation, Divorce
- Gender Identity Concerns
- Learning Difficulties
- Aggressions Towards Objects
- Developmental Concerns
- Human-trafficking

CYMH SERVICES

SNAP[®] (STOP NOW AND PLAN)

SNAP[®], which stands for Stop Now and Plan, is an evidence-based cognitive-behavioural model that teaches children struggling with behavioural issues, and their caregivers, how to manage their emotions and behaviour by getting them to stop, think, and plan positive alternatives before acting impulsively.



17
CLIENTS SERVED



COORDINATED SERVICE PLANNING

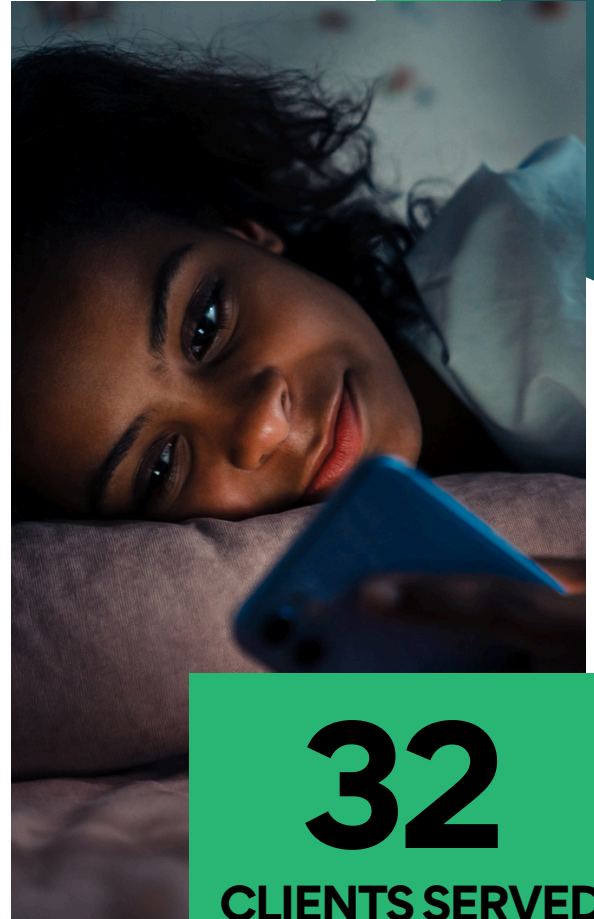
Coordinated Service Planning supports families with children and youth with multiple or complex special needs. Coordinated Service Planning links families to services and ensures that all the professionals involved with the family are working together as a team.

258
CLIENTS SERVED

ONE STOP TALK

Services are provided through an integrated network of infant, child, and youth mental health agencies across Ontario.

FIREFLY is a One Stop Talk service provider. One Stop Talk offers children, youth, and their families immediate access to free virtual mental health supports when and how they need them. The program provides single-session counselling support and ensures direct referral to additional services when needed.



32
CLIENTS SERVED



TRIPLE P (POSITIVE PARENTING PROGRAM)

Triple P is a parenting program that provides parents and caregivers with a toolbox for parenting, allowing parents and caregivers the opportunity to choose the strategies they need.

Triple P is an evidence-based program built around knowledge of child psychology and best practice.

22
CLIENTS SERVED

URGENT RESPONSE SERVICES

Urgent Response Service is a time-limited, rapid service response for children and youth with Autism, registered with the Ontario Autism Program (OAP). Eligible families can receive up to 12 weeks of services and support which are specifically designed to address a behaviour of concern.

This service is intended to address one specific high-risk behaviour need with a focus on preventing further escalation of risk of harm to self, others, and/or property.



48
CLIENTS SERVED



36
CLIENTS SERVED

EATING DISORDERS

FIREFLY offers Eating Disorders services upon receiving a referral where body image and/or disordered eating concerns are present, mental health services and dietitian services are offered to children, youth, and families. The Registered Dietitian works in partnership with the Counsellor to provide assessment and intervention to clients. The Registered Dietitian is available for in-house consultation when clinicians have queries regarding clients with body image and/or disordered eating concerns.

TELE-MENTAL HEALTH

Tele-mental Health is a Telepsychiatry program that allows for the provision of virtual psychiatric consultations from SickKids Hospital.



67
CLIENTS SERVED



11
CLIENTS SERVED

COMPLEX SPECIAL NEEDS

Complex Special Needs funding provides additional service(s) that fall within the Ministry of Children, Community, and Social Services' mandate to eligible children/youth whose complexity of need is beyond the capacity of the family and local services. This program aims to decrease health and safety risks of children/youth.

YOUTH JUSTICE SERVICES

Youth Justice Services are for youth who are aged twelve to seventeen years at the time they were involved in a crime. Services include a variety of cognitive-based behavioural interventions provided on an individual, family, and/or group basis. FIREFLY operates the Youth Mental Health Court Worker Program in Kenora and Dryden. This is a mental health diversion program which assists youth who are considered appropriate for diversion to access mental health services and support. FIREFLY also operates the Youth Justice Committee program in Dryden. This program offers an alternative to the formal court processes for young people, using a restorative justice approach stressing accountability and responsibility.

27

**YOUTH JUSTICE
COMMITTEE**

13

**YOUTH MENTAL
HEALTH COURT
WORKER**

19

**SECTION 34
ASSESSMENTS**

12

**YOUTH JUSTICE
COUNSELLING**

RESPITE

Respite is a periodic, short-term break to relieve a family of the responsibility of daily care of a family member with a physical and/or developmental disability. Respite creates greater opportunities for all family members to live actively and participate in community activities and allows parents/caregivers time for themselves.

45

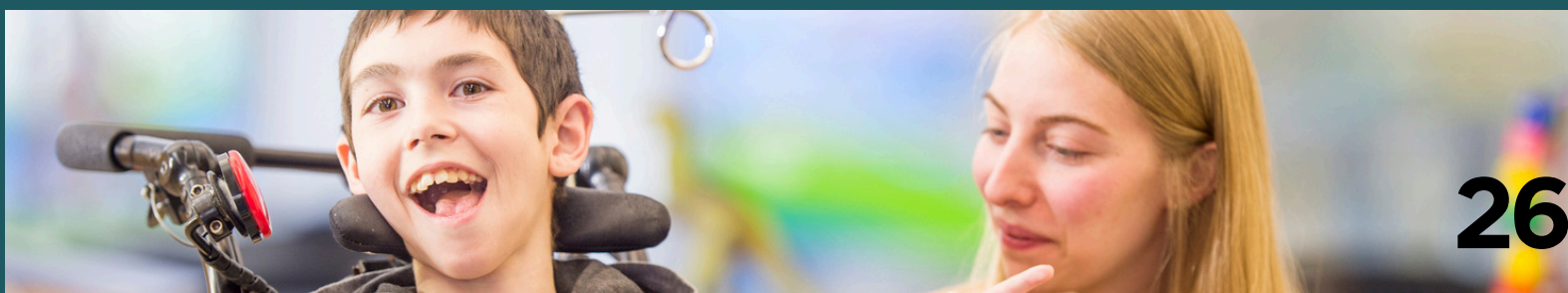
IN-HOME RESPITE

284

**ENHANCED AUTISM SPECTRUM
DISORDER RESPITE**

105

**OUT-OF-HOME
RESPITE**



PARENTING MENTAL HEALTH SUPPORT

RoxAnne Daignault works as the Parenting Mental Health Support Worker at FIREFLY. Through this partnership program she offers one-on-one as well as group sessions that focus on connecting all parents and caregivers in Northwestern Ontario to be able to share, feel heard, feel seen, and feel supported while caring for loved ones struggling with mental health.

Since inception in November 2023, 27 caregivers have attended one-on-one sessions, while 94 people have joined the group sessions.



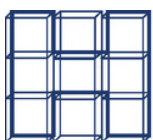
121
CLIENTS SERVED

RESPONSES FROM PARENTS/CAREGIVERS

“ This weekly meeting is filled with so much information. It’s uplifting and educational and it’s great to know that there are others who share some of their struggles and wins which in turn helps us.

“ I truly appreciate the fact that Roxanne is available 1:1 as sometimes there is just too much to say in the group setting, and she has provided so many ideas, given literature to read, helped find more options of supports in our area for my family member should they choose to seek help, and just listening with advice has been great.

COMMUNITY PARTNERS



**Lake of the Woods
District Hospital**



Canadian Mental
Health Association
Fort Frances Branch
Mental health for all

REGISTERED DIETITIAN SERVICES

FIREFLY recognized the need to integrate a Registered Dietitian (RD) within its team in order to offer specialized eating disorders services closer to home. The RD, Kate Ronnebeck, works on both the Child & Youth Developmental Services team and the Child & Youth Mental Health team, allowing them to provide a continuum of care, from complex feeding and swallowing to eating disorder services.

FIREFLY plans to further the role and eating disorder services by the following key strategies:

Firstly, we prioritize ongoing professional development for our team members, ensuring they stay updated with the latest practices and approaches.

Secondly, we focus on bolstering the expertise of our mental health clinicians in eating disorder treatment. This includes actively encouraging their participation in specialized programs such as Family-Based Treatment (FBT) and Cognitive Behavioral Therapy for Eating Disorders (CBT-E).

Additionally, we are committed to refining our waitlist management procedures. This entails implementing triage systems based on urgency, offering 'while-you-wait' support protocols, and streamlining service contracting to reduce delays.

Finally, we are dedicated to bridging the gap between developmental services and mental health care, particularly for clients and families facing challenges such as Avoidant Restrictive Food Intake Disorder (ARFID) or extreme picky eating alongside Autism Spectrum Disorder (ASD) diagnoses. Our aim is to ensure that these individuals receive the comprehensive and tailored support they need.

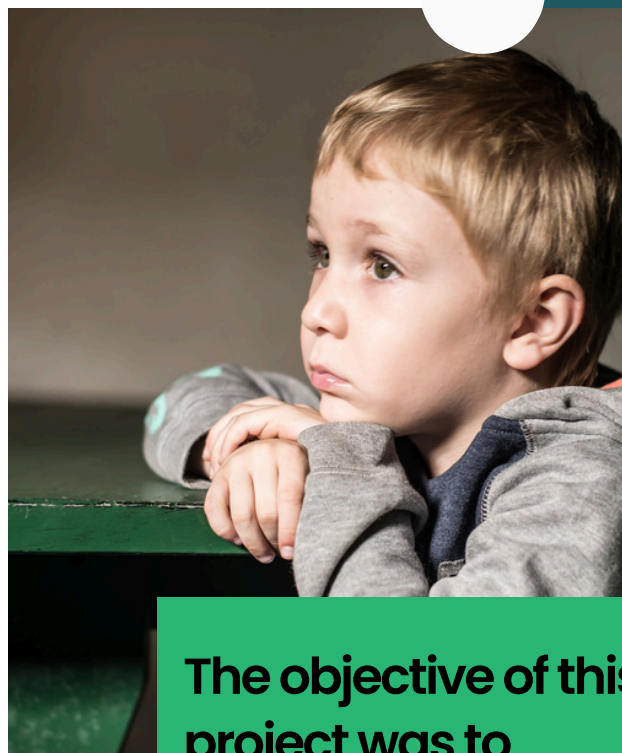


EPISODE OF CARE - GREENBELT PROJECT

The Child and Youth Mental Health team started a Lean Six Sigma Green Belt project focused on clients' Episode of Care during the Summer 2022. Following a grant opportunity to work with the Knowledge Institute over the 2023 calendar year, the project team, comprised of Zoé Campbell, Vikki Healey, and Darcia Curtis, has worked through several tools to help define the problem, measure the current state, analyze the problem in depth and associated factors, and implement changes to improve the Client Episode of Care.

Initial changes were put in place July 2023, with data for the last quarter available (October 1st to December 31st 2023) showing that only 35.7% of clients had to wait for services and the average wait time, for those clients who had to wait for service, was 33 days. Anecdotally, clinicians have reported that the Episode of Care is clearer to both clients and clinicians. Clinicians have reported that there is a sense of relief and understanding that comes with being connected more quickly with a clinician, even when clients have to wait for further services.

Future Plans: Further data will be collected to ensure positive outcomes are maintained and unanticipated consequences are mitigated with an anticipated end date to the overall Green Belt project being May 31st 2024. A Monitor & Control plan will then be put in place to ensure the Episode of Care continues to run smoothly.



The objective of this project was to reduce the average wait time between Brief Services and Counselling & Therapy from 71.8 days to under 30 days and reduce the percentage of clients going to a waitlist from 56% to 20% by January 31st, 2024.

EARLY YEARS



HEALTHY PEOPLE. RESILIENT FAMILIES. VIBRANT COMMUNITIES.



EarlyON

EarlyON Child and Family Centres offer high quality, free drop-in and scheduled programs for young children and their families where they can learn, grow, connect with others, and learn about supports in the community.

5,338

PARENT/CAREGIVER VISITS

5,832

CHILD VISITS

Data from the calendar year 2023.

HIGHLIGHTS

- Kenora and Sioux Lookout EarlyON Centres offered new outdoor programs; Fresh Air Fridays and Mini Farmers in partnership with the Kenora Public Library and Kenora Harvest. Also, Pop Up Play on Sioux Lookout Summer Farmers Market days in partnership with the Northwestern Health Unit.
- Minto EarlyON Centre hosted a Pow Wow and BBQ in partnership with the Ne-Chee Friendship Centre in their new location with over 100 young children and their families attending.





Canadian Prenatal Nutrition Program (CPNP)

Canada Prenatal Nutrition Program helps improve the health of pregnant people, new parents and their babies who face challenges that put their health at risk.

203
PARTICIPANTS

Data from the calendar year 2023.

HIGHLIGHTS

- Expanded the successful Kenora Breast Pump Rental Program to Red Lake and surrounding areas to help support breastfeeding.
- CPNP staff are participating in Make the Connection training to support parents in promoting a secure attachment and brain development with their infants. There is great flexibility in how the program is delivered, either one to one or in group settings where babies and parents get together.





Indigenous Professional Learning Opportunities & First Nation Early Learning Resource & Support Programs

Indigenous Professional Learning Opportunities Program creates professional learning experiences and resources with an Indigenous lens for early learning professionals in Ontario.

First Nation Early Learning Resource & Support Program helps with program start up, meeting licensing requirements and facilitating regional networks in the FIREFLY and Thunder Bay regions for early learning professionals.

HIGHLIGHTS

- Two additional Provincial Networks were established, *How Does Learning Happen in Your Day* and *Creating Connections to Inspire Leaders*, including an in-person Leadership Symposium.
- A 4-part training series developed on communication and accessibility for the First Nation Early Learning Collaboration Website.
- First Nation Early Learning Programs in the Thunder Bay region compiled their recipes to create a Cookbook and will gift one to each on-reserve child care & child and family centre in Ontario.
- Launch of the first cohort of professionals in the Indigenous Peer Partnership Program to help further promote reflective practice.

137

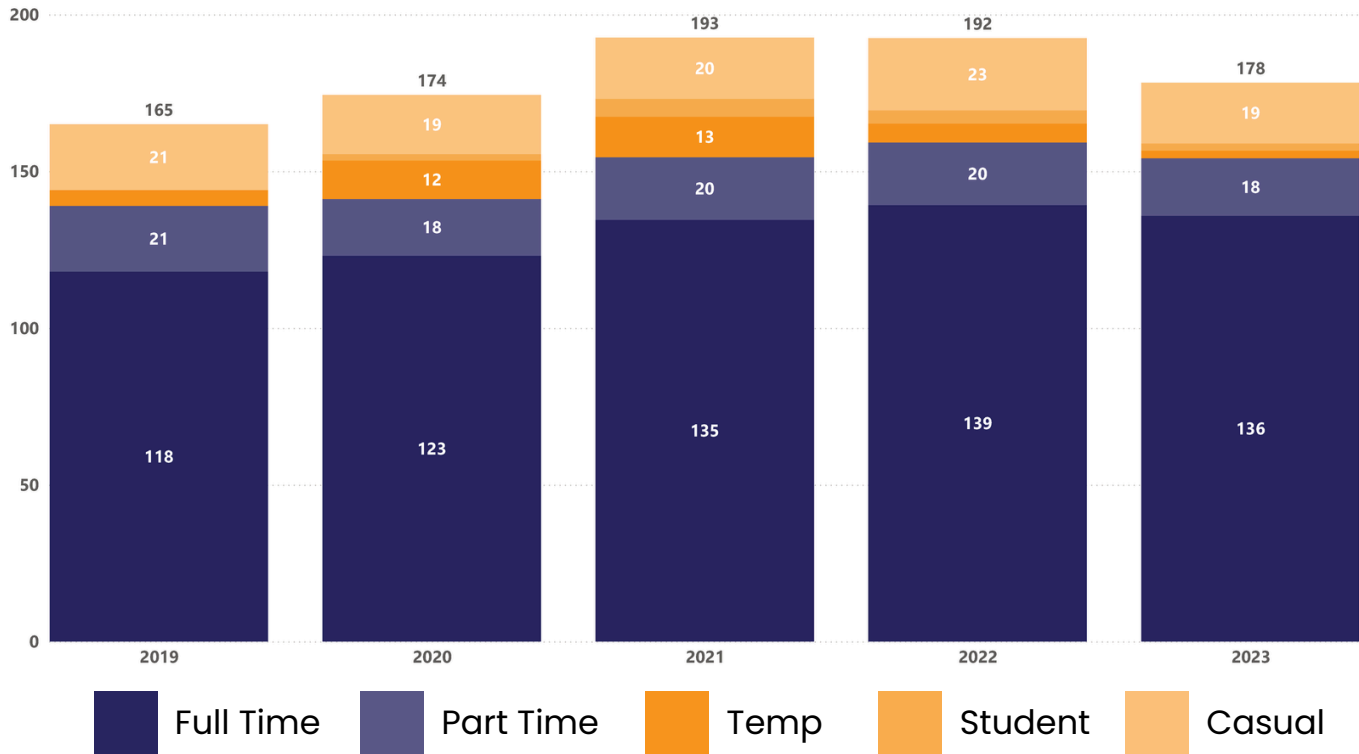
First Nation Child Care Centres & Child and Family Programs on reserve with access to both programs throughout Ontario

30,000

First Nation Early Learning Collaboration Website page views

HUMAN RESOURCES

Average Monthly Staff by Employment Status



STAFF BY DEPARTMENT



RECRUITMENT



YEARS OF SERVICE



EMPLOYEE SERVICE AWARDS

30 YEARS

Sheila Fenelon

Administrative Assistant

20 YEARS

Lana Goodman

Clinical Manager (CYDS)

Dawn Lessard

Manager of Complex Applications

15 YEARS

Angela Bucharest

Youth Justice Mental Health Court
Worker

Karen Ingebrigtsen

Chief Executive Officer

10 YEARS

Liz Andrews

Family Resource Coordinator

Barry Asselin

Data Systems Coordinator

Kelly Grand

Senior Clinician (CYDS)

Richard Hill

Data Analyst

Theresa Le

Speech-Language Pathologist

5 YEARS

Darcia Curtis

Director of Service Excellence and
Partnerships

Sarah Dawdy

Senior Clinician (CYMH)

Danielle DeLaronde

Counsellor

Tammy Hanstead

Executive Assistant

Patsy Kelly

Family Resource Coordinator

Cindy Noel

Infant and Child Development
Consultant

Allyson Rheault

Social Worker

Laura Shirliffe

Speech-Language Pathologist

Eunice Wallin

Payroll Manager



CLIENT EXPERIENCE

“I felt 100% supported.”

“Services and employees were always available when I had questions or concerns.”

“The assessment was extremely helpful, the follow up meeting was also very helpful.”

“

[FIREFLY'S] involvement from the start, always finding ways to help my children and family through school, home, and play. I'm so proud of the accomplishments of my kids and it's a huge thanks to the support I've gotten for them.

“

This weekly meeting is filled with so much information. It's uplifting and educational and it's great to know that there are others who share some of their struggles and wins which in turn helps us.

“We were very impressed and satisfied with the particular attention the FIREFLY personnel gave our daughter. Although the journey is exhausting and still uncertain, we felt relief and comfort knowing she is in good care.”

“It's nice to not feel so alone in our struggles. This support group is a safe place to share our challenges with people struggling with similar issues and learn more about mental health.”

“[A] local support person like you , gives peace of mind to know you are available if needed to talk.”

FIREFLY IN THE COMMUNITY



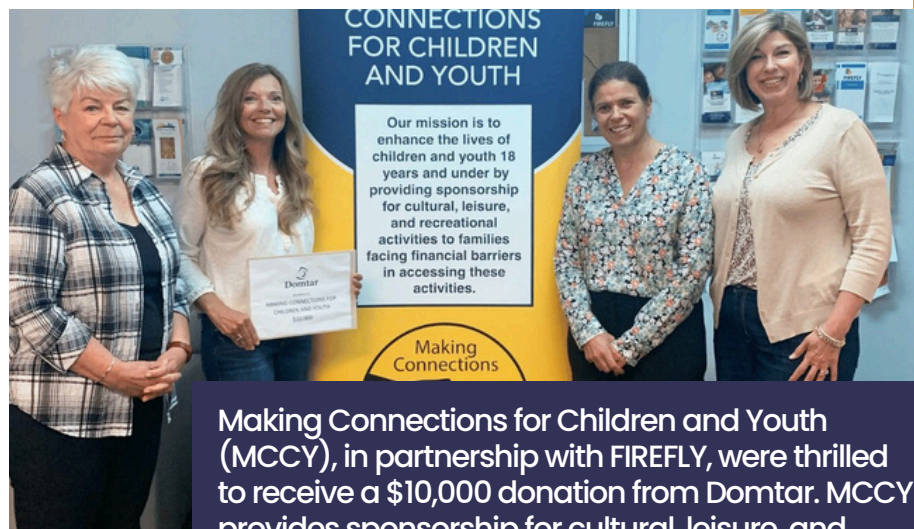
FIREFLY's Occupational Therapists received the Northern Ambassador award from NOSM University. This is awarded to "A preceptor who is recognized for being a strong ambassador for their community, and who creates a welcoming environment for learners of all disciplines."



FIREFLY staff supported Friends of Cedar Bay in Sioux Lookout by decorating Smile Cookies during Children's Mental Health Week in 2023!



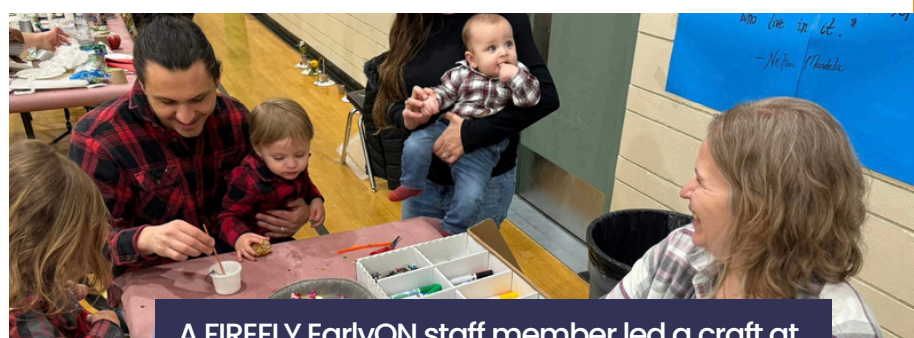
Dryden FIREFLY staff volunteered to hand out candy at Trunk or Treat.



Making Connections for Children and Youth (MCCY), in partnership with FIREFLY, were thrilled to receive a \$10,000 donation from Domtar. MCCY provides sponsorship for cultural, leisure, and recreational activities for children and youth.



FIREFLY staff attended the Kenora Chiefs Advisory ASD Conference on Wauzhushk Onigum Nation.



A FIREFLY EarlyON staff member led a craft at the Early Years Arts Festival in Kenora.

THANK YOU!

FUNDERS

- Ministry of Children, Community and Social Services
- Ministry of Education
- Ministry of Health
- Public Health Agency of Canada

ONTARIO HEALTH TEAMS

- All Nations Health Partnership Ontario Health Team
- Rainy River District Ontario Health Team
- Kiiwtinoong Health Waters Ontario Health Team

COMMUNITY PARTNERS

- Anishinaabe Abinooji Family Services
- Best Start Network – Kenora & Rainy River Districts
- Bimose Tribal Council
- Canadian Mental Health Association
- Capitalize for Kids
- Child & Community Resources (Sudbury)
- Children's Hospital of Eastern Ontario
- Children's Center Thunder Bay
- City of Dryden
- Community Counselling and Addictions Services, Red Lake
- Confederation College
- Conseil scolaire de district catholique des Aurores boréales
- Dryden Area Family Health Team
- Dryden Native Friendship Centre
- Dryden Regional Health Centre
- Dryden Regional Mental Health and Addiction Services
- Empowered Kids Ontario
- George Jeffrey Children's Centre
- Giishkaandago 'Ikwe Health Services
- Health Care Collaborative Red Lake
- Hoshizaki House, Dryden
- Kenora & Lake of the Woods Regional Community Foundation
- Kenora Association for Community Living
- Kenora Catholic District School Board
- Kenora Chiefs Advisory
- Kenora District Services Board
- Kenora Public Library
- Kenora-Rainy River Districts Child and Family Services
- Keewatin-Patricia District School Board
- Knowledge Institute
- Lake of the Woods District Hospital
- Mary Berglund Community Health Centre
- Machin Township
- Meno Ya Win Health Centre
- National Crime Prevention Centre's Crime Prevention Action Fund
- NeChee Friendship Centre
- New Starts Women's Shelter
- Nigonikaapawitang Nanadaamowin Program
- Nodin Child & Family Intervention Services
- Northwestern Health Unit
- Northwest Catholic District School Board
- NorWest Community Health Centre
- Nishnawbe-Gamik Friendship Centre, Sioux Lookout
- Northern Ontario Psychology Internship Consortium
- Northern Ontario School of Medicine University
- Ontario Telehealth Network
- Ontario Provincial Police
- Partners for Planning
- Portage Youth Centre
- PRO KIDS (Positive Recreation Opportunities for Kids), Sioux Lookout
- Rainy River District School Board
- Red Lake Indian Friendship Centre
- Red Lake Madsen Public School Committee
- Red Lake Margaret Cochenour Memorial Hospital
- Saakaate House
- SickKids Hospital
- Sioux Lookout First Nations Health Authority
- St. Joseph's Care Group
- Strides
- Strongest Families Institute
- Thunder Bay Regional Hospital – Child & Adolescent Mental Health Unit
- Tikinagan Child and Family Services
- Treaty 3 Police Service
- United Native Friendship Centre, Fort Frances
- Weechi-it-te-win Family Services
- Yorkville University



FIREFLY

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Atikokan

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807-223-8550

Ear Falls

5 Spruce Street
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Fort Frances, ON P9A 1M6
807-274-9251

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Kenora, ON P9N 3P7
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Kenora Minto

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807-737-2086