



Kids Come First Health Team
2025 Annual Meeting
9 June 2025
2:00 – 4:00 PM

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We're so glad you're here!

The Kids Come First Health Team is a provincial leader in mobilizing partners to develop and implement innovative services and programs to meet the needs of children and youth in Eastern Ontario.

Kids Come First includes over 70 organizations; youth, family and caregiver partners; physicians; and many other individuals.



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Land Acknowledgement

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Time	Agenda Item	Spokesperson(s)
2:00 – 2:10 pm	Welcome & Land Acknowledgement from the Co-Chairs of the Kids Come First Health Team Steering Committee	Dr. Vera Etches <ul style="list-style-type: none"> CHEO President & CEO, Co-Chair of Kids Come First Steering Committee Chris Vallée <ul style="list-style-type: none"> Youth Partner & Co-Chair of Kids Come First Steering Committee
2:10 – 2:40 pm	Celebrating our Achievements: Updates from our Working Groups <ul style="list-style-type: none"> Population & Public Health Francophone Committee Child, Youth, Family & Caregiver Partners Regional Surgical Pediatric Program Pediatric Home and Community Care Mental Health, Addiction & Substance Use Health 	Kerry Kennedy <ul style="list-style-type: none"> Ottawa Public Health & Population & Public Health Working Group Co-Chair Michelle Goulet <ul style="list-style-type: none"> Réseau des services de santé en français de l'Est de l'Ontario, Member of Francophone Committee Jennifer deWaard <ul style="list-style-type: none"> Bayshore Home Health Chris Vallée <ul style="list-style-type: none"> Youth Partner, Co-Chair of CYFC Partners Working Group Sabine Mersmann <ul style="list-style-type: none"> Pembroke Regional Hospital & Co-Chair of the RSPP Working Group Matthew Minnings <ul style="list-style-type: none"> SE Health, Co-Chair of the HCC Working Group Dr. Scott Robson <ul style="list-style-type: none"> Knowledge Institute on Child and Youth Mental Health and Addictions, Member of MHASUH table
2:40 – 3:45 pm	Strategic Conversation: Primary Care	Dr. Vera Etches <ul style="list-style-type: none"> CHEO President & CEO, Co-Chair of Kids Come First Steering Committee Dr. Jane Philpott <ul style="list-style-type: none"> Chair, Primary Care Action Team – Ontario Chris Vallée <ul style="list-style-type: none"> Youth Partner & Co-Chair of Kids Come First Steering Committee
3:45 – 3:55 pm	Celebrating Our Steering Committee & Financial Matters	Josée Blackburn <ul style="list-style-type: none"> Director, Kids Come First Health Team
3:55 – 4:00 pm	Closing Remarks & Evaluation	Dr. Vera Etches <ul style="list-style-type: none"> CHEO President & CEO, Co-Chair of Kids Come First Steering Committee Chris Vallée <ul style="list-style-type: none"> Youth Partner & Co-Chair of Kids Come First Steering Committee

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**Population & Public Health:
Immunization Access for
Children & Youth with Exceptionalities**



Immunization Clinics for Children & Youth with Exceptionalities

- Children and youth falling behind on their routine immunizations.
- Multiple failed attempts to vaccinate at primary care provider or community clinics due to severe needle phobias and/or neurodevelopmental challenges.
- Partnership formed with Ottawa Public Health, Kids Come First and CHEO (Neurodevelopmental Health, Extensive Needs, Child Life & Patient Experience).

Goal

- Create specialized, supportive vaccine clinics tailored to the needs of these children and youth.



Clinic Model

- Experienced OPH Nurses
- Support from Child Life & Behaviour Specialists from CHEO
- 2 pilot clinics offered in October and December 2024
- 2 follow up clinics coming in June 2025

Outcome

- 90% of children and youth have been successful to date.
- Model shows strong potential for future expansion and improvement of equitable access to routine immunization.

Testimonial: Salma Salaad, OPH

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Video Transcript:

Hi my name is Salma and I am a public health nurse on the immunization team at Ottawa Public Health. I had the privilege of being part of the Kids with Exceptionalities Clinics. The clinic I was at was very inviting and the space was fully set up to help families feel comfortable and at ease. The CHEO nurses and the child life specialists that I had the privilege to interact with were also very skilled and compassionate and I was really able to learn a lot from them. The families I spoke to also expressed how grateful and appreciative they were for the service. This initiative, I think, really showcased the power of collaboration between organizations and the importance of accessible family centered care. I am very proud to have had the opportunity to be a part of it.

Testimonial: Debbie Grenier-Allenby, Child Life Specialist

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Video Transcript:



Hello, my name is Debbie, and I am a Child Life Specialist at CHEO. I was fortunate to be included in the collaboration between **CHEO** and **Ottawa Public Health (OPH)** that was facilitated by **Kids Come First**. We provided support to children and youth who have faced barriers in accessing vaccinations elsewhere. The patients I worked with attended this clinic due to anxiety, needle fear, or phobia.

The response from patients and families has been overwhelmingly positive. They express deep gratitude for a clinic that offers personalized support tailored to their individual needs.

Our most effective approach begins with an initial assessment phone call. During this call, we gather information about the patient's medical history, previous vaccination attempts, potential triggers, and personal interests. This allows us to develop a customized care plan that promotes positive coping strategies and empowers children and youth to become active, willing participants in their healthcare journey.

This collaboration with OPH has been both positive and impactful. Due to increasing demand, we recently requested additional clinic dates to better support the growing number of families seeking this service.

I truly appreciate the collaboration between CHEO and OPH, which has made it possible for patients—who once struggled to access the care they needed—to now receive their vaccines with confidence and support.

Parent Feedback

I wanted to wait a few days, to give you a breather, but now I have to write this letter of gratitude to you, and to the team who made Oct 17th possible. Please share my gratitude with them.

I can't express in words what a weight of stress, that was lifted from my shoulders when we were able to complete the missing vaccines last week. It took all my self control to not burst into tears when you, with your calm and steady approach to Nigel, and those two kind, patient, and considerate OPH nurses, when you all were able to work with Nigel to blend it all together. Just writing this out makes me get a bit emotional once again.

I want to continue to offer my support and am willing to share my experience to help advocate for more clinics like this, provided by OPH and CHEO with Child Life support. These clinics need to have their availability communicated to PCP teams in the community because I know there are kids and families out there who also need what you, and the OPH nurses could provide for them; what you provided for me and Nigel last week.

I know that in the next few months, I will likely be back in your inbox, asking if the clinic is an option when he needs it again for his tetanus booster, so if I can help to advocate in keeping a clinic like this active, my inbox is open.

With so much gratitude,
Lesley



Francophone Committee: Winning Strategies

Winning Strategies

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Simple and effective strategies

To help health and social services organizations provide services in French to Francophones.



What are the Winning Strategies?

- 6 simple, flexible and effective strategies.
- Can be implemented together or individually and adapted to suit the needs of every organization.
- New website with detailed information on the strategies and useful tools and resources.

2024-25 Highlights

- Working with Champions from various organizations.
- Providing 1:1 coaching and support.

Winning Strategies

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***WINNING
STRATEGIES***

for serving Francophones



***STRATÉGIES
GAGNANTES***

pour servir les francophones

CHECK OUT OUR NEW WEBSITE!
www.winningstrategies.ca



DÉCOUVREZ NOTRE NOUVEAU SITE WEB!
www.strategiesgagnantes.ca



Child, Youth, Family & Caregiver Partners: Impact Evaluation

Partner organization survey feedback

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Partner organization survey feedback

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90%

Agree that youth, family and caregiver partners had **positive impacts on KCF projects/initiatives**

85%

Agree that youth, family and caregiver partners have **helped their own practice/organization**

90%

Have **personally benefitted from working with** youth, family and caregiver partners

Youth & family/caregiver partner survey feedback

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100%

Can see how **their involvement has had a positive impact** on KCF and initiatives

87%

Have **gained new knowledge and skills** through their role as a KCF partner

90%

Have **used their new knowledge and skills** in roles and work outside of KCF

Kids Come First

Youth, family & caregiver partners

Video Transcript:

Melissa Jennings:

The Knowledge Institute greatly values its collaboration with Kids Come First. We are pleased to support various projects, including the evaluation of 1call1click and the early childhood mental health working group.

Chi Opia

My involvement with Kids Come First has provided valuable feedback on the health care experience, helping to improve more inclusive, equitable accessibility to services.

Christine Richer

I ensure that the voices of those with lived and living experience are heard, valued and embedded in everything we do, because shaping care to truly reflect what they need is essential to improving access and outcomes across our communities.

Chris Vallée

As a youth in a leadership position with Kids Come First, I help ensure that the voices of those with lived and living experiences are heard loudly and clearly, and that we are all held accountable to what children, youth, and families really need because that's how you create change that lasts.

Improving youth and family/caregiver partnerships

1. Increase representation from **teenage youth and equity-deserving populations**
2. Add a **standing agenda item for youth and family/caregiver partners** to provide feedback and input in Kids Come First meetings
3. **Promote language that is accessible** so everyone can understand, regardless of their professional background



Regional Surgical Pediatric Program: Partner Testimonial

12

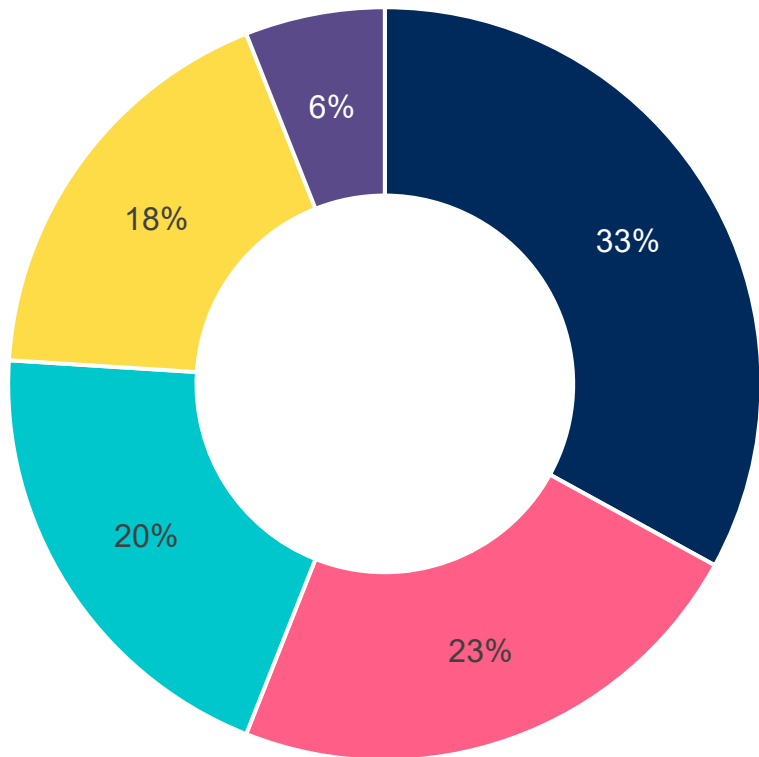
Regional hospitals participating in the Regional Surgical Pediatric Program

287

Surgical cases completed to date:

- **140** at Carleton Place & District Hospital
- **127** at Brockville General Hospital
- **18** at Hawkesbury General Hospital
- **4** at Pembroke Regional Hospital

Facts & figures



- Orthopedics
- Otolaryngology
- General
- Plastics
- Ophthalmology

Testimonial: Pembroke Regional Hospital

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Video Transcript:

I am Miranda, I am a RPN that works in surgical day care.

I am Emily, I am a Circulator in the operating room.

I am Emily, I am a Scrub Nurse in the operation room.

I am Heather, I am the Clinical Manager of the perioperative
program.

I am Erin, I am the Clinical Educator of OR and recovery room.

I am Amber, I am the Equipment Coordinator and Quality
Assurance.

We had a great experience for our first time with partnering with
CHEO in the spring. We received valuable feedback, we grew as a
team, we learned a lot of skills and we are really
excited for what is to come in the future.



Ihechimdere Wiseman Iheonunekwu: Surgery at Brockville General Hospital

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Video Transcript:

Hello Everyone, my name is Ihchimdere but I am properly known by middle name Wiseman. I am 12 years old turning 13 in August.

Last November, I had a surgery on my knee for a condition called Osteochondritis dissecans or OCD. I had pain in my knee which took hold of my sports and I had to have a surgery. I really like playing sports so I hoped to get the surgery done quickly but it took a while.

But the Kids Come First Team helped speed things up, stepped in and I was able to get my surgery much quicker than normal. Surgery went amazing and I have been doing very good recently.

I am slowly but surely recovering from walking on crutches and slowly getting back into sports. Physiotherapy has been great at CHEO and everything has been going great.

Thank you, Kids Come First Team and thank, you CHEO. BYE.



**Home & Community Care:
Personal Support Services Program Modernization**

Personal Support Service Program Modernization

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Why Modernize the Pediatric Personal Support Service (PSS) program?

- Current PSS program is not pediatric focused
- Staff lack pediatric-specific skills
- Services are not flexible for families
- Health human resource shortages limit impact

Personal Support Service Program Modernization

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Goal

- Develop a flexible, family-centered pediatric program
- Meaningful supports for families
- Enhance patient outcomes and satisfaction

Personal Support Service Program Modernization

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Phased Approach



Phase I – Design



Phase II – Implement



Phase III – Evaluate & Refine

Personal Support Service Program Modernization

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**Laundry help
(incl. family)**



**Accompany to medical
appointments**



**Light meal preparation
(incl. family)**



**Working alone in the
home**



**Walk in community, visit
to the park**



**Support on/off school
bus**



**Companionship,
engaging siblings in
play**



Light housekeeping

★ = within scope of existing
contractual agreements

Personal Support Service Program Modernization

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Phase II – Implement

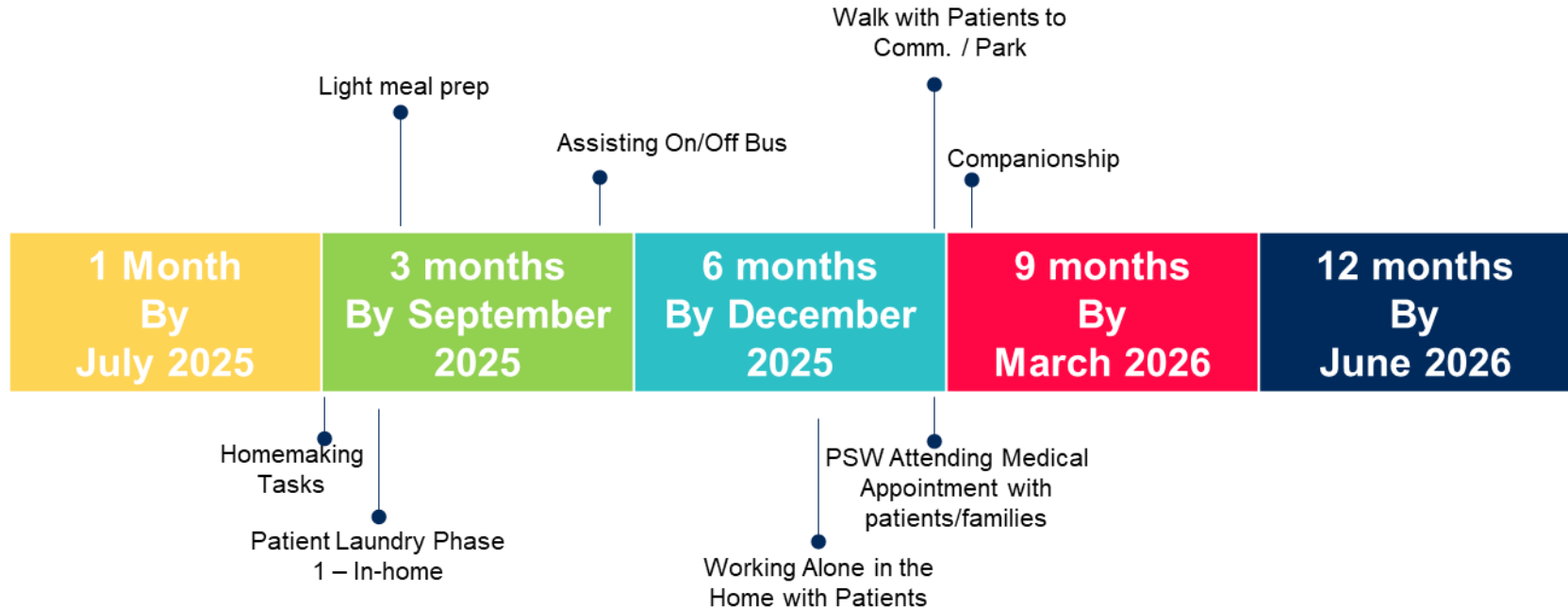
- ✓ Align on task definitions
- ✓ Define what's in & out of scope
- ✓ Prioritize tasks
- ✓ Co-develop implementation plan

KIDS COME FIRST HEALTH TEAM / ÉQUIPE SANTÉ ENFANTS AVANT TOUT

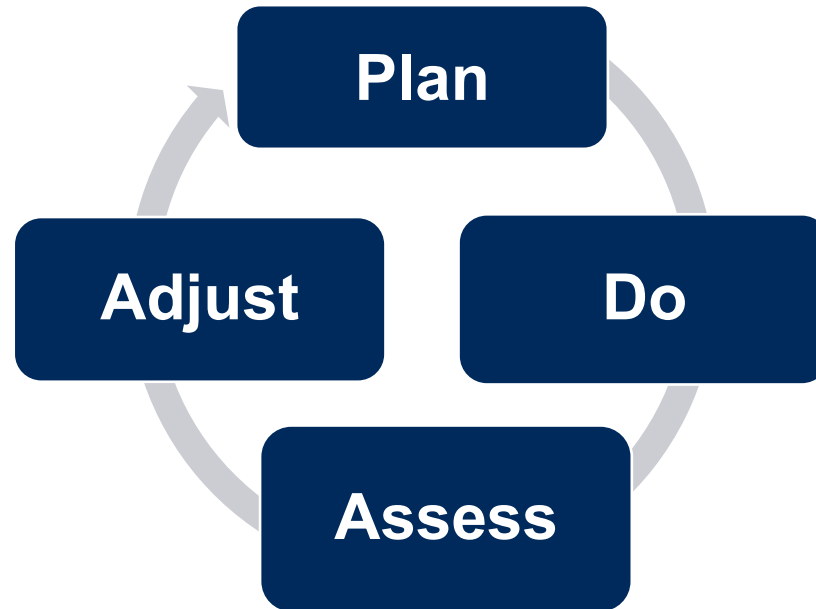
Personal Support Service Program Modernization

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Implementation Plan



Phase III: Evaluate & Refine



Personal Support Service Program Modernization

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Looking Ahead...

- Flexible, family-centered pediatric program
- Meaningful supports for families
- Enhanced patient outcomes and satisfaction



Mental Health, Addictions & Substance Use Health:
1Call1Click.ca

1Call1Click.ca is here to help children, youth, families, and caregivers connect with the right mental health, addictions, substance use health, and neurodevelopmental health services and care when they need it.



Knowledge Institute on Child and Youth
Mental Health and Addictions
Institut du savoir sur la santé mentale et les
dépendances chez les enfants et les jeunes



20,000 children and youth have received a 1Call1Click.ca intake



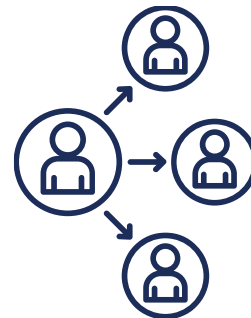
Appointment with
intake worker



Client and family
goals



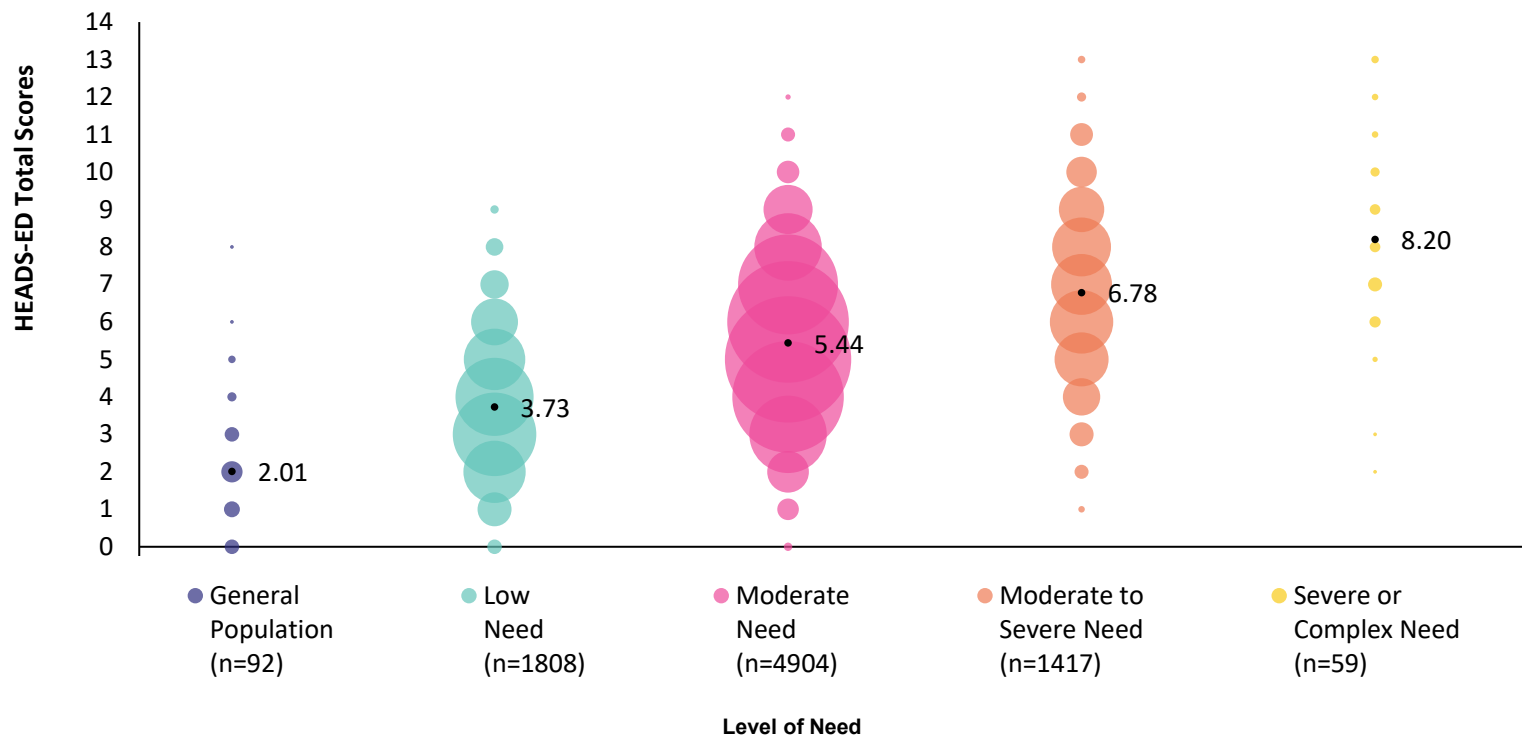
Screening with CASH Bundle
✓ **CRAFFT**
✓ **ASQ**
✓ **HEADS-ED (general)**

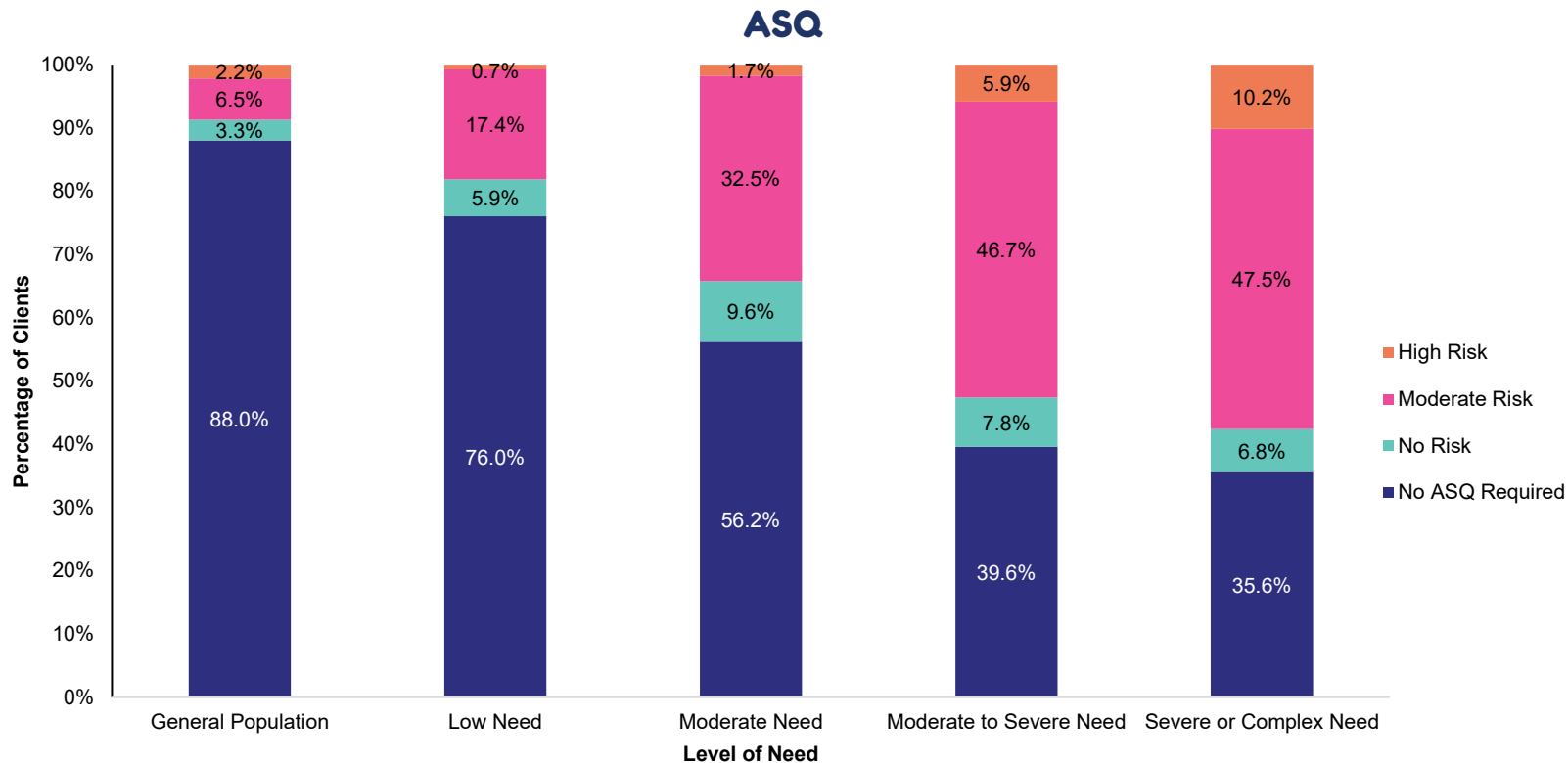


Connection to services

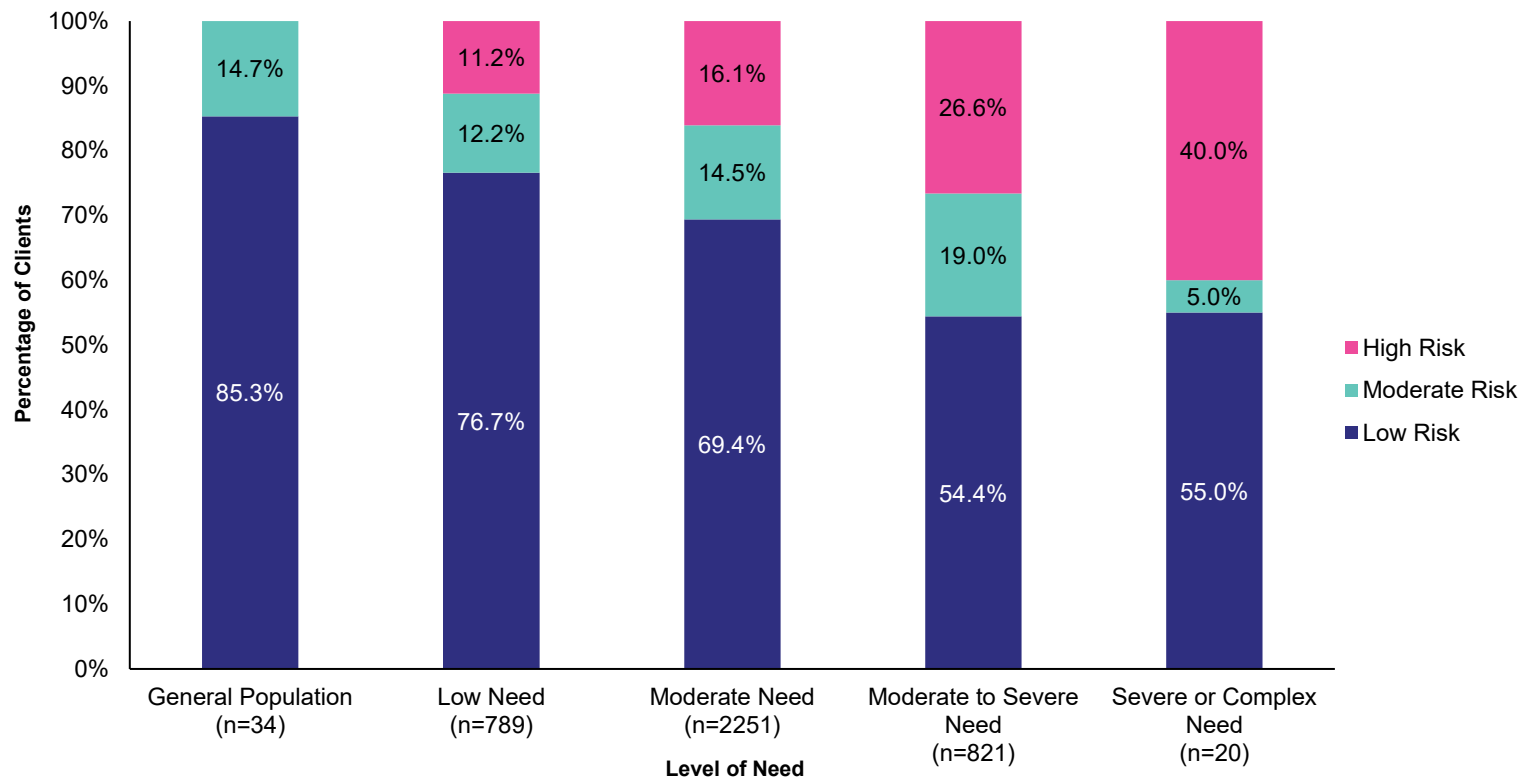


HEADS-ED (> 6)





CRAFFT





Strong agreement between measures when using more specialized tools

Over 90% agreement in risk detection

- ✓ HEADS-ED Suicidality & ASQ
- ✓ HEADS-ED Drugs & Alcohol & CRAFFT



Strategic Conversation: Strengthening Primary Care for Kids & Newborns

- We are honored to have Dr. Jane Philpott with us today.
- Dr. Philpott is leading Ontario's Primary Care Action Plan, which aims to connect every person in the province to a primary care team by 2029.
- Her leadership is helping guide how Kids Come First can work together to improve care for all Ontarians, especially newborns, children, and youth.

Strengthening Primary Care for Kids & Newborns

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Now it's your turn.

We're inviting you into the Insight Circuit - a collaborative session to explore how Kids Come First can contribute to Ontario's Primary Care Action Plan. This is our opportunity to share insights, build on what's working and develop recommendations that reflect the needs of children, youth, and especially newborns.

Visit each station, explore the themes, and share what matters most.



Share Your Insights

Explore. Share. Vote.

- Visit each of the four stations, each one focuses on a key theme.
- Write directly on the flip chart paper.
- Use sticky notes to add your own ideas or comment on others.
- Use dot stickers to vote for ideas you think are most important.
- Move between stations freely, no set order!



- **Prefer to go digital?**
- Scan the QR code with your phone.
- Type your ideas or use voice-to-text.
- For voice-to-text tap the microphone icon on your keyboard, speak clearly, and your phone will turn your words into text.
- You can submit as many ideas as you like, just scan again to start a new one.
- To view the form in French, use the language menu at the top of the form and select Français (Canada).



Celebrating Our Steering Committee Members

2024-2025 Steering Committee

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Name	Organization	Sector/Role
Dr. Vera Etches	CHEO	Co-Chair
Christopher Vallée	Youth Partner	Co-Chair
Chinyere Opia	Family Partner	CYFC Partners
Darlene Rose	CMNRP	Maternal & Newborn
Dr. Alison Eyre	Physician	Primary Care
Dr. Josée Lalanne	Physician	Community Pediatricians
Dr. Kelley Zwicker	Physician	Community Pediatricians
Dr. Lee Donohue	Physician	Primary Care
Dr. Sherri Renwick	Physician	Primary Care
Erin Vereyken	RCDH	Community Health
Frédéric Beauchemin	Hawkesbury & District General Hospital	Community Hospitals
Kelly Raymond	CAS	Ottawa Child & Youth Initiative

Name	Organization	Sector/Role
Kerry Kenndy	OPH	Population & Public Health
Marc Bisson	Centre de santé Communautaire de l'Estrie	Community Health
Matthew Minnings	SE Health	Home & Community Care
Megan Wright	Roger Neilson Children's Hospice	Palliative Care
Michael Hone	Crossroads	MHASUH
Michele Hynes	Pinecrest-Queensway CHC	Community Health Centre
Michelle Crogie	Family Partner	CYFC Partners
Mike Beauchesne	Dave Smith	MHASUH
Natasha Baechler	Youth Partner	CYFC Partners
Rachel Gouin	Le Cap	Francophone
Sabine Mersmann	Pembroke Regional Hospital	Regional Surgical Pediatric Program
Sébastien Skrobos	L'Équipe physcho-sociale	Francophone

2024-2025 Steering Committee

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Sébastien Skrobos	L'Équipe physcho-sociale	Francophone



**HAPPY
BIRTHDAY!**



Your feedback is important to us!
**Before leaving today, please scan the
QR code to complete a short
survey about our AGM.**



Thank you! Merci! Meegwetch! Nakomik!

