

Ready, Set *grow*



**Children's
Clinics**

Comprehensive Care for Kids & Teens

REPORT TO THE COMMUNITY 2021



We are immensely grateful
for the support of our community.
**Thank you to our partners,
sponsors, and supporting
organizations.**



Special Thanks...

...for helping us complete the first-floor
renovations and transform our lobby.

Square & Compass
United Healthcare
Angel Charity for Children

The stories and photos* in this report were
created by writer Monica Surfaro-Spiegelman
and photographer Jay Rochlin. Thank you,
Monica and Jay, for sharing your talents.

*Some photos from other sources

Board of Directors

Roger Biede II, DDS
Square & Compass
Representative

Francisco Valencia, MD
President, Medical
Executive Committee

Van Elrod
Board President,
Square and Compass

Misty Hansen
Community Representative

Kate Maguire Jensen
Community Representative

Jaclyn Larson
Parent Representative

Joy Upshaw, RN
Tucson Medical Center
Representative

Brian Nielsen, MD
Professional Staff Representative

Tracy Nuckolls
President, Board of Directors

Tawnya Tretschok, MA
Banner University
Medical Center Representative

Margaret (Peggy) Eisele, RN
Banner University
Medical Center Representative

Ziad Shehab, MD
UA College of Medicine
Representative

John Stephens, MD
Secretary/Treasurer,
Board of Directors

Burt Strug, MD
Community Representative

Medical Executive Committee

Francisco Valencia, MD
University Orthopedic Specialists
President

Katalin Scherer, MD
Banner UMC – Dept. of Neurology
President Elect

Brian Cammarata, MD
Old Pueblo Anesthesiology
Past President

David Crawford, MD
Children's Clinics Primary Care
Secretary/Treasurer

Brent Barber, MD
Banner UMC –
Dept. of Peds Cardiology
Chairperson, Medicine

Richard Ashley, MD
Arizona Pediatric Surgery &
Urology, Ltd.
Chairperson, Surgery

Rachel Cramton, MD
Banner UMC – Dept. of Pediatrics
Member-at-Large

Jordana Smith, MD
Banner UMC –
Dept. of Ophthalmology
Member-at-Large

Patrick Sola, MD
Pathways of Arizona
Member-at-Large

Andrew Zale, DMD
El Rio Health Center –
Dental Clinic
Member-at-Large

Family Advisory Board

Jaclyn Larson
Adiba Nelson
Kimberly Williams
Lisa Gustafson
Catherine Galyon

Elisa Binder
Selene Saenz
Jessica Tucker
Mark Valencia

Executive Team

Jared Perkins
Chief Executive Officer

Gemma Thomas
Chief Administrative
Officer

Melissa Ritchey
Chief Clinical Officer

Chris Farley
Chief Financial
Officer

Sydney Rice, MD
Chief Medical
Officer



Solid Ground in Trying Times

A single year can have a significant impact on our lives, and these past twelve months have been no exception for any of us.

Even as a devastating pandemic seemed to eclipse all definitions of challenges past, Children's Clinics decided to thrive, not just survive.

As I reflect, no matter how stressful the days or how dramatic the adjustments needed in their personal lives, our Children's Clinics' staff drew on their creativity, strength and compassion in the face of crisis. They remobilized. They invented new approaches, and strived to help our families feel grounded and safe. They kept our children engaged in hope and in their healing process.

Planting Transformational Seeds

Despite obstacles on every level, we launched new multidisciplinary clinics, innovative therapies and telehealth services. This included an Autism Center of Excellence and an Aquatic Therapy program. We introduced animals into our therapy sessions. We discovered new spaces where we could bloom.

In these critical moments, Children's Clinics knew that we couldn't just lead from the top: We needed all of our staff to help us answer an urgent call to action. The Executive Team rallied the organization to plan how we would get through this together. Our people quickly responded, assuming responsibility and a creative mindset to help us face the unknown.

We were a family; achieving results far exceeding what each of us could do alone. We learned that beauty could come out of unsettled times. We developed new fertile ground so that our families could continue to blossom.

What will we grow next?

How will we take this creativity and momentum to help us continue to improve?

Children's Clinics has always placed a high value on the diversity of perspectives and experiences in our community. The work of IDEA (Inclusion, Diversity, Equity and Access) has grown from this. As an employer and as a community health provider, we know that success and transformation will only come through letting our staff lead the process.

IDEA and processes like this make us stronger in our commitment as a medical home for children with complex needs. This commitment includes remaining an organization that advocates for the families we serve.

We would not be the innovative medical home we are today without every single one of us. Our families and staff reflect the circle of inclusion that supports and inspires us.

— Jared Perkins, CEO

What's ahead

The past twelve months gifted us with the seeds of strength, creativity and increased compassion. We have committed to planting those deep in the Children's Clinics culture so that we can continue to grow and evolve to meet the ever changing needs of our patients and their families.

Whether you're already with us in our mission, or just getting to know Children's Clinics, we hope this Report illustrates the grounding in courage and creativity that sustained us this past year.

Children's Clinics knows where we're going and what we need to do for our families. No matter what changes around us, the ground we share at Children's Clinics is firm. I hope the stories in this Report help to nourish your own resiliency.



Jared Perkins
Chief Executive Officer



Tracy Nuckolls
President, Board of Directors

We are grateful for our deep roots in community partnerships that anchor and nurture us.



Our Services

More Than A
Medical Home

Multidisciplinary Clinics

Cerebral Palsy	Oral Maxillary
Cleft Lip/Palate	Osteogenesis
Cochlear Implant	Imperfecta
Down Syndrome	Sickle Cell
Neurocutaneous Clinic	Spina Bifida
Neuromuscular Clinic	Palliative Care
	Autism Spectrum Disorder – New!

Primary Care

Pediatrics
Internal
Medicine

Behavioral Health

BCBA
LMSW/LCSW
Psychology
Neuropsychology
Child/Adolescent Psychiatry
Family Support Services

Special Clinics & Services

Brace Check Clinic	Lab/Phlebotomy
Care Coordination	Neuroepilepsy
Child Life Specialists	Neurofibromatosis
Comprehensive Assessment	Neurospasticity
Craniofacial	Metabolic
Deaf/Hard of Hearing	Orthotics
Educational Support	Patient Advocacy
Equipment Clinic	Pet Therapy
Field Clinics	Prosthetics
Hearing Aide Evaluation	Spasticity Clinic
Integrative Medicine Specialists	Wheelchair Clinic
Record Interpretation/ Translation	Integrated Medical X-ray/Imaging

Childhood Experiences

Adaptive Recreation
Back-to-School Fair
Holiday Toy Days
Inclusive Halloween
Spring Festival
Teen Group

Therapies

Audiology
Feeding Therapy
Nutrition
Occupational Therapy
Physical Therapy
Speech & Language
Therapy

Pediatric Specialties

Anesthesiology	Neurology
Cardiology	Neurosurgery
Dental & Orthodontia	Ophthalmology
Developmental Pediatrics	Optometry
Endocrinology	Orthopedics
Ear, Nose & Throat	Pediatric Surgery
Gastroenterology	PMR
Genetics	Plastic Surgery
Hematology	Pulmonology
Nephrology	Urology
	Wound Care

2021
Impact

49,480

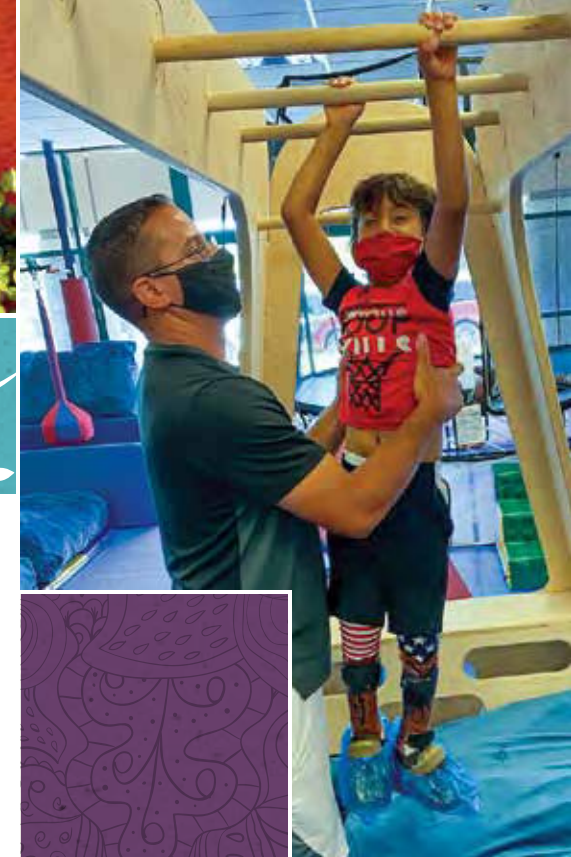
TOTAL VISITS
(March 2020-August 2021)

40.3%

VISITS WERE TELEHEALTH

5,837

TOTAL UNIQUE CHILDREN



Emerging Sources of Healing:

New Therapeutic Environments & ASD Clinic

Our kids can make great progress because of the coordinated care. One little girl just turning three is talking so much more now, and able to make tangible requests. She's having fewer tantrums. It's because of the aligned speech therapy and behavioral health services she gets with us, coupled with the more full-term applied behavioral analysis services she gets outside of the Clinic.

— Stephanie Hansen, RN
ASD Clinic Care Coordinator

Autism Center of Excellence

Innovation with Impact

Every day our team sees beyond traditional expectations and reaches for new boundaries in integrated, compassionate care. Our commitment helped us set the stage for the launch of the Autism Center of Excellence (COE) and Autism Spectrum Disorder (ASD) multidisciplinary clinic this past spring.

A \$700,000 Angel Charity for Children grant allowed Children's Clinics to actualize our vision. The COE now brings together specialized expertise to provide the highest level of coordinated care and research for children with serious medical conditions who also are diagnosed with autism.

"Given the complex nature of the kids we follow, many have mental health needs that may be overlooked," notes Catherine Riley, MD, of Developmental Pediatrics and Co-Director of the COE.

In addition to behavioral health services, a variety of therapies are employed – from speech and nutrition to social work and audiology.

"Having behavioral health services embedded in the Clinic, with providers already very familiar with the child, is really the key to providing the best care plan," continues Andrew Gardner, PhD, BCBA-D of Behavior Analysis/Psychology. "What's important is that the children are comfortable. They know that Children's Clinics is also a fun place to be, not always viewed as a medical environment."

"Care is happening at once, with everyone looking at the whole child and the whole family to decide what is the highest priority, what is going to help this child and family the most," says Dr. Gardner. "This is a new, cohesive approach in treatment, rehab and research for children with serious medical conditions also diagnosed with autism."

The COE has seen 25 patients since March and expects those numbers to escalate once COVID restrictions are eased. Now there is a coordinated answer for families who need to know how to help their child. Now treatment plans are customized for each child's needs.

Aquatic Therapy Letting Water Work

It's a new application of rigorous therapy that promotes wellbeing... and it's fun.

The efficacy behind Children's Clinics' new Aquatic Therapy is based in play, comments Denali Jepsen, DPT, who helped shape the program. A clinical volunteer assignment in Uganda, with an emphasis on helping profoundly ill children reach their potential, solidified Denali's initial interest in physical therapy. She's now one of four therapists conducting 12-week Aquatic Therapy sessions held at Children's Clinics' community partner, Saguaro Aquatics.

"As therapists, we're always tailoring therapeutic programs to needs of each child – helping them get stronger, get better balance," says Denali. "Many of the skills we work on are easier for our children to do in the water, rather than on land. For example, our kids with Duchenne's need to be very careful to work on endurance without potentially causing harm. One benefit of Aquatic Therapy is the buoyancy provided by the water, which provides the resistance needed to help build muscle strength."

This past year therapists saw a decline in skills in many kids who had been isolated in their homes due to the pandemic. But Aquatic Therapy is helping these children restore skills. "Now with combination of water and land we're getting back to where that child should be," notes Denali.

We know what a positive impact the physical space and the multidisciplinary approach has on children. We know we can truly change the trajectory of healing.

— Andrew W. Gardner, PhD, BCBA-D



Collaboration is the enzyme that gets us going and keeps us going. It's part of the equation to achieve quality of life for the kids, and it's the secret of Children's Clinics.

— Karen Thernelan, DPT
Manager of
Rehabilitative Services



Animal Assisted Therapy (AAT) With A Little Help from My Friends

Nothing may be more powerful than the unconditional love of a pet. And now that bond between humans and animals is being used in unique, therapeutic ways at Children's Clinics.

Animal Assisted Therapy (AAT) is another treatment tool to engage children to be motivated and to heal, says Molly Lanning, PT, the therapist who helped initiate AAT at Children's Clinics earlier this year.

"Animals help create a comforting environment where kids can do more," she offers. "Therapy is hard work, but the children can have fun while being motivated to improve."

The healing effects of the human-animal bond during in-person therapy animal visits have achieved immediate results. There is relaxation for kids with problems affecting balance. Children who connect with animals much better than with adults are now more receptive in therapy.

Sienna the golden retriever and her handler, Art Lipski, PhD work with Children's Clinics on motivation and calming. "When one child with cerebral palsy brushes Sienna as part of therapy, he immediately relaxes, and that anxiety-reducing activity helps achieve results," notes Molly. "Another child with Down Syndrome was so motivated to give Sienna treats. He would lie on her, putting his face in her fur, and then after several minutes he would be willing to work on his therapy again."

All teams are certified by Pet Partners, a leading nonprofit incorporating animals into therapeutic service. Children's Clinics' volunteer therapy animals and owners are trained, nationally certified and work with their care teams to create therapies that work in line with a child's goals.



Spotlight on Sienna Encouragement, the *Pawtner* Way



Eyes brighten as ten-year old golden retriever Sienna arrives to make rounds at Children's Clinics each week. With handler and owner Art Lipski, Sienna nuzzles up to children and staff alike. One thing quickly becomes very clear: She is a powerful agent of comfort and encouragement, bringing a joyful sense of collective wellness to all.



This rich relationship with Sienna supports rehabilitation in special ways. If a child needs to practice standing, Sienna will wait patiently as a child rises to pet or give her a treat. She knows more than 25 different commands in Spanish. Sienna is a reassuring companion for an anxious child taking a blood test. She shares playtime with nonverbal children and allows them to touch her without complaint.

Art, retired from corporate, began volunteering at Children's Clinics more than two years ago. He's always been acutely aware of AAT value and has worked with service animals more than two decades. "Often, these kids don't feel well, and it can be difficult for them to put in the work necessary for them to get better," he says.

"But when Sienna is there to comfort and encourage them, they work hard and always have a big smile on their face. I don't think I've ever volunteered in a place more caring about children, families or fellow staff. Every day, the Clinic is filled with people facing tremendous challenges. Yet what I see is a place filled with happiness, service and a real link to hope. There's a positive team effort. Sienna and I are glad to be part of it."

Our Families

Demitrius'

Most Important Advocate



It's more than an hour's drive from her rural mining town to Children's Clinics. But for Bernardine Pinkard and her 11-year-old son Demetrius, the trek is an indispensable journey of hope each week.

"Children's Clinics is a lifeline for both of us," she says.

Demitrius was nearly two years old when he was diagnosed with autism. The family began visits to Children's Clinics during his preschool years. Then, while Demetrius attended grade school, additional problems surfaced. He began to have trouble walking; he couldn't participate in sports. He developed a gait causing him to toe walk. After a further diagnosis of cerebral palsy, Demetrius faced several surgeries to reconstruct his feet. Recently he returned to Children's Clinics for physical and speech therapies.

"You never believe things will happen to you, of course," says Bernardine. "So, when we learned about Demetrius' additional issues, it was a real struggle for the family. But when I returned to Children's Clinics, I learned there was a community for us. Everyone here genuinely cares about my family and my child."

Being part of the Children's Clinics community also gives Bernardine the personal support she needs. "I'm with other moms who know what I'm going through," Bernardine explains. "Learning about how they are handling it has made me more understanding of myself, as well as what I can do to improve Demetrius' life. I feel that I have the support I need, and I've learned how I can be a better advocate for my son."

More fun and motivation were added to the family's Clinic visits when Animal Assisted Therapy (AAT) was introduced into Demetrius' rehabilitation plan several months ago. Now, golden retriever Sienna and handler Art participate

in Demetrius' therapy. "Dogs, cats, turtles – Animals already are a source of family comfort, so we were overjoyed when Sienna arrived to help Demetrius with his exercises," exclaims Bernardine. "He works harder at his therapy so he can give Sienna treats. He is so happy when she responds to him. I know he's doing better with his balance and walking because of Sienna."

All the improvements have translated into renewed confidence as well as bolstered physical health.

Before visiting Children's Clinics, Demetrius was withdrawn, and had difficulty in making friends. But now, Bernardine says he is more involved with play and more willing to learn at school.

Bernardine tells one story to best illustrate the positive changes since returning to Children's Clinics: "It happened on a bus ride during a school trip," she begins. "There was a little boy in a wheelchair, and some other kids were making fun of him. My son turned around to these other boys and told them, 'That's not funny. There's nothing wrong with him, so cut it out!'"

There's obvious pride as Bernardine continues her story: "This courage came from a little boy with autism. But because of Children's Clinics, because of the diversity of friends he has made here, he was strong enough to speak out. This support has built confidence in all of us in the family. Couple this with helping Demetrius relearn to walk in fun and healing ways...well, I'm so grateful to have Children's Clinics in our lives."

Childhood Experiences and Adaptive Rec

Masters of Motivation

There's nothing insignificant about play. More than ever, recreation encourages healthier and happier lives for our families.

This past year, volunteers and staff generously stepped up their dedication and spirit, helping reimagine our Adaptive Recreation and Childhood Experiences as pandemic-ready programs that were all sprinkled with healthy doses of fun:

Childhood Experiences Roundup

Where Kids Come First

- Partnering with the Children's Museum to raise awareness and support for **Rare Diseases Day**, Children's Clinics hosted a drive-through family fun day for the public on February 26. Because the zebra is the official U.S. symbol of this global program – staff and volunteers “showed their stripes” and distributed activity kits and educational materials during this community event, which traditionally is held at the Museum.
- In February, a new partnership with **Beads of Courage** also was introduced. This internationally-renowned, Tucson-based arts-in-medicine program now helps parents, siblings and kids creatively mark milestones of triumphs and struggles.
- Not even a pandemic could stop our **Back-to-School Fair**, held this year on July 16. Families were provided needed supplies and fun activities to gear up for the new school year. Care packages including personalized outfits for the first day of school also were distributed as part of the Clinic's Adopt-A-Family Program.
- A costume may be a route to healing, as families participating at this year's October 29 **Halloween Party** can attest. A fun and safe Halloween party involves trick-or-treating, games, and more. This classic experience guarantees happy memories!
- The **Holiday Toy Days**, held this year on December 9 and 10, provide another opportunity to create those special memories of family fun. This long-standing Children's Clinics' tradition promises special visitors from the North Pole, songs, crafts and family surprises.
- **El Tour de Tucson**, one of the largest cycling events in the country, has supported Children's Clinics since 2016. The 2021 El Tour is held November 20, with Clinic families and staff joining in our Fun Ride Team to raise funds and help our kids remain active in sports and play.

Total children served by childhood experiences

28 TRICYCLES

1,011
HOLIDAY GIFTS
AND TOYS

1,150 BACKPACKS

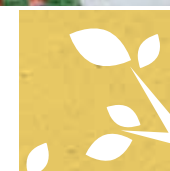
96
NEW OUTFITS AND
PAIRS OF SHOES

24

ADAPTIVE RECREATION
VIRTUAL SESSIONS,
ACCESSED OVER
425 TIMES

82

VOLUNTEERS AND
1,084
VOLUNTEER HOURS



Adaptive Rec: Pioneers in Play

New! Virtual Sports and Playgroups

Enterprising and caring staff overcame pandemic hurdles and brought adaptive sports online this past year – conducting live virtual sessions in dance, kickboxing, fitness, yoga and sports skills, with taped sessions remaining available online as a sustained family resource.

Our kids and families, however, were missing the everyday interactions with peers normally experienced during care visits, or by just passing time with others in the lobby or in clinics.

With support from community partners like We Rock The Spectrum and Children's Museum Tucson a playgroup was created to encourage informal networking, allowing kids to be kids and “hang out.” Next in the series, playgroup at the Children's Museum is forming with more than 30 families expected to participate.

Tax Credit Opportunity

By giving to your favorite charity, you could be earning a dollar-for-dollar credit on your Arizona state taxes. That's right! The Arizona Charitable Tax Credit is available for contributions made to organizations like Children's Clinics that provide critical services to our community.

Make your gift to Children's Clinics today!

- \$400 Maximum – single taxpayer or head of household
- \$800 Maximum – married filing jointly



Children's Clinics is a Qualified Charitable Organization (QCO) and proud participant in the Arizona Charitable Tax Credit Coalition, a collaboration between 45 local nonprofits.

The coalition has published a comprehensive Tax Credit Guide that addresses any questions you may have. Of course, remember to consult your tax professional before making any financial decisions.

Give today at www.childrensclinics.org/donate

Children's Clinics QCO Code: 20530

Ways to Give

Children's Clinics is a platinum designated GuideStar charity. There are many ways you can make a donation to support the mission of Children's Clinics:

Planned Giving – To make a lasting gift to support the Children's Clinics mission:

- Estate Gift – by naming Children's Clinics as a beneficiary of your will
- Donor Advised Funds – you can direct your Donor Advised Funds to make a donation at Children's Clinics
- Insurance Plans – you can name RMHC as a beneficiary

Tribute Gifts – Children's Clinics has touched the lives of many. You may make a gift in honor of someone or to commemorate a special occasion such as a birthday or anniversary. Gifts to Children's Clinics are also a thoughtful tribute in memory of someone. Acknowledgement can be sent to the person you have designated or to a family member of the person being remembered.

Matching Gifts – Some businesses and organizations will match charitable contributions made by their employees. Double your impact and check to see if your employer participates in a matching gift program.

In Kind Gifts – Children's Clinics accepts some new, unused in-kind donations to help support the families we serve. For questions about in-kind donations, please contact us.

Square & Compass Reflecting Well

On A Mission That Resonates Still

Dear Friends:

Nearly 75 years ago, Ted Walker introduced a revolutionary and inclusive approach to helping seriously ill children. His big-picture thinking continues to resound in our medical home, here in the building that Square & Compass constructed on the TMC campus for Children's Clinics in 1991.

More than ever this past year, Square & Compass harvested lessons learned from our legacy. We focused on how we could overcome the pandemic's challenges and still cultivate the most advanced and welcoming physical environment for children and families.

This shared vision with Children's Clinics came to fruition most clearly in April, when the generosity of an Angel Charity for Children grant allowed us to open the Autism Center of Excellence (COE). As facility coordinator, Square & Compass now fully embraces its responsibility for the upkeep of these special remodeled spaces.

Just recently our Board went further in its commitment, taking on new painting and installing flooring in all main floor Clinic suites, to harmonize with the COE. We balance this need for innovation along with everyday thoughtful care, whether it be to fix a wall tile or upgrade a cooling system. Applying scrupulous standards for even the most routine facility maintenance is where we concentrate so much of our efforts, in addition to assisting those children in our community who are uninsured or underinsured.

Over the past year, Square & Compass has fulfilled 840 requests for medical assistance to children for items such as:

- | | |
|--|--|
| ■ Prescriptions | ■ Genetics Testing |
| ■ Lab Work & X-Rays | ■ Speech & Feeding Aids |
| ■ Ultrasounds and other Imaging | ■ Various Health Aids not covered by insurance |
| ■ Wheelchair Repairs/Accessories | |
| ■ Doctor Visits & Outpatient Hospital Procedures | |

Alliances help us fulfill these critical day-to-day roles, and Arizona's Masonic community is one illustration of a most valued partnership. From the generosity of Ted Walker's family, whose recent donations including stuffed animals and beanie babies for our Toy Days, to the ongoing financial support from individual lodges – Masonic philanthropy on behalf of our children is far-ranging. I'm most gratified when I see our youth stepping up to help us celebrate this stewardship: When Rhaena Martinez, a 13-year-old member of the International Order of Rainbow for Girls, related to the special needs of our children for adaptive bikes, she created a campaign and contributed part of her fundraising to the Children's Clinics for our tricycle program.

Ted Walker's vision is still with us. It moves us forward. It allows us to match up dreams and facilitate the multidisciplinary care that improves quality of life for children with profound needs.

With Gratitude,



Van Elrod
President, Board of Directors
Square & Compass Children's Clinics



Amy Burke
Executive Director
Square & Compass Children's Clinics



Beauty in Diversity: The Unity Wall

In the months ahead, with help from partners including United Healthcare and Square & Compass, the Children's Clinics will transform our lobby into a dynamic welcoming space. An interactive Unity Wall will be installed to visually represent our multifaceted identities.

Around a centralized reception area will be art and technology that create an engaging canvas – to celebrate our cultures and acknowledge the vision of endurance and shared wellbeing that is Children's Clinics.





**Children's
Clinics**

Comprehensive Care for Kids & Teens



Square & Compass Building | 2600 North Wyatt Drive | Tucson, Arizona 85712

Phone 520-324-5437 | **Toll Free** 1-800-231-8261

Fax 520-324-3128 | **E-mail** info@childrensclinics.org

www.childrensclinics.org | squareandcompassclinic.com

 Find us on
Facebook