

# Annual Report 2010-2011

Ability New Brunswick/Capacité Nouveau-Brunswick Inc.

September 2012

## Board of Directors 2010-2011

### President

Courtney Keenan

### Vice-President

Pat Guest

### Treasurer

Beth Corey

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Chris Aalders

### Member-At-Large

Carl Constantine

### Directors

Clive Barrett

Jacques Laroche

Bill Leonard

Mike McAloon

Jennifer McCumber

Sara McElman

Wilf Torunski

George Woodworth



## Letter from the President

It gives me great pleasure to present our Annual Report for 2010/2011.

It is truly an honour to be the president of an organization whose goal is to empower people. It is always exciting to write this letter because it gives me an opportunity to reflect on our successes of the last year and this past year is no exception.

Our biggest achievement of the last year is our rebranding. I would like to congratulate the entire team at Ability NB along with Kiers Marketing Group for making this such a smooth and successful transition. Our new logo and tagline "Empowering mobility & independence" truly represents the positive direction of our organization and our focus of abilities first.

In February, the board of directors engaged in the development of the new strategic plan for 2011-2016. This new plan focuses on the following strategic directions: influencing public policy development, enhancing service delivery, ensuring organizational effectiveness & sustainability, strengthening communications, and building awareness & visibility. Through this process both board & staff confirmed the organization's values: ability, accountability, effectiveness, empowerment, inclusion, leadership & passion. We are passionate about our mission; this passion energizes our clients, our team and our community partners. I believe that last line itself is empowering & makes me want to be part of this organization.

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Going forward we are committed to developing para sport & recreation, and to innovation in areas such as our targeted rehabilitation services. Building upon the success of the Discovering the Power in Me<sup>®</sup> program, this fall we will implement a program called PX2<sup>™</sup> from the Pacific Institute through a partnership with the Department of Post-Secondary Education, Training & Labour. This program focuses on transitioning youth with a disability from high school into post-secondary education or employment.

To sum up the road ahead, I would have to say our future is so bright, we gotta wear shades.

Follow us on:



Sincerely,

Courtney Keenan  
President

**Our Mission** is to empower the independence and full community participation of persons who have a spinal cord injury or mobility disability by providing innovative services and developing progressive public policy.



**Who we work with**

Our priority is to reach out and work with New Brunswickers of all ages who have a spinal cord injury, Or mobility disability, as well as their families and caregivers. The populations we work with include but are not limited to persons living with paraplegia, tetraplegia, cerebral palsy, spina bifida, multiple sclerosis, muscular dystrophy, amyotrophic lateral sclerosis, friedreich's ataxia, stroke and amputation.

## Influencing Public Policy

Engagement in public policy has essential health, social and economic impacts. In 2010-2011, Ability NB:

- Submitted a paper and presented to the Department of Social Development regarding the needed expansion of the Health Services program to include pressure redistribution mattresses, overlays and hospital beds. Efforts resulted in the immediate acceptance of submissions of applications for these items as exemptions. These items have since become formal program benefits.
- Delivered presentations to the following departments on policy related issues: Department of Health on the need for community-based services for persons with brain injuries; Department of Wellness, Culture & Sport on the need for a provincial para sport, recreation & active living program; Department of Social Development on our services including the impact of our services for seniors.
- Presentations were made to the Fredericton regional MLA Caucus and the Saint John regional MLA caucus to update them our organizational priorities.
- Made a submission to the Minister of Finance as part of the budget consultation to highlight concerns regarding general cuts versus strategic cuts and the potential impacts on persons with disabilities.
- Made a submission to the Department of Social Development Special Care Home Working Group regarding changes needed in services in special care homes.
- Worked with the Department of Public Safety on a proposed barrier free regulation. An optional regulation is expected to be finalized in the fall of 2011 and work has begun on a mandatory regulation.
- Hosted the first ever Think Tank on para sport, recreation and active living; 44 individuals representing diverse sport, recreation and disability organization participated. Evaluation results were very positive. A leadership team has been developed to meet regularly to take steps towards a formal initiative in NB.

In 2010-2011, Ability NB also continued or initiated involvement in the following committees or working groups:

- Ability Matters Project – Advisory Committee
- Advisory Committee on Accessibility for the City of Dieppe
- Advisory Group for Sport and Recreation for the Disabled
- Barrier-free design committee, Public Safety
- Chamber of Commerce Government Affairs Committee
- Community Action Group on Homelessness
- Community Inclusion Network in Woodstock
- Dial-A-Bus Transportation Committee
- Disability Support Program Working Group
- Employment Assistance Services Committee
- Employment Action Plan for Persons with a Disability Steering Committee
- Moncton Accessibility Committee
- New Brunswick Disability Executives' Network

## Influencing Public Policy (continued)

- o Para, Sport, Recreation and Active Living Working Group
- o Recreation NB Inclusive Recreation Committee
- o Recreation NB Recreation Access Fund
- o Social Assistance Reform Committee, Economic & Social Inclusion Corporation
- o Stan Cassidy Centre for Rehabilitation Research Team
- o United Way Executive Director's Group



**Our Services** - The sudden reality of a spinal cord injury or the onset of any mobility disability can be frightening and overwhelming. With determination and with the right supports, we can help people navigate the community in new ways, become as independent as possible, and rediscover all that life has to offer.



### Rehabilitation counselling

Ability NB's rehabilitation counselling services help individuals plan for as much independence as possible in the community.

Rehabilitation counsellors are facilitators, navigators and often advocates. They empower individuals and their families to identify needs, explore options, set and reach goals, develop plans, identify solutions to problems, make community links and mobilize resources, services and supports. Counsellors use holistic persons focused approach and meet with clients and their families in hospital or rehabilitation centre, at our office or through outreach in the client home. We provide consistent follow up and monitor client plans.

### Case management/ Service coordination

Ability NB can coordinate the client plan to ensure clients have the support they need throughout life to transition effectively from injury or diagnosis, to home, to community involvement, to employment, to aging with a disability. We work closely with other service providers involved in the client plan to ensure services and supports.

### Vocational/Employment

Ability NB helps clients to identify vocational options obtain education and employment consistent with their values, skills, abilities and interests. We can help: look at options and decide on the right career or job, research employers and labour market information, develop a resume/cover letter, search for and get jobs, complete job applications and prepare for interviews, debrief after the interviews. We also help: find solutions to barriers like transportation, access the right disability supports, find volunteer work, explore education programs and apply for student loans, scholarships, grants and other funding programs.

We can also evaluate accessibility of the work site and find ways to modify or customize jobs to meet the needs of the employer and the employee.

## Enhancing service delivery

Enhancing our service delivery is paramount to our organizational work. In 2010-2011, we:

- Provided rehabilitation counselling and case management services to 301 persons with mobility disabilities throughout NB. The most common disabilities were paraplegia, tetraplegia, cerebral palsy and multiple sclerosis.
- Received 112 referrals including 8 individuals with new spinal cord injuries.
- Facilitated the attainment of 834 client goals. The most common goals included financial, equipment and supplies, health, supports for independence such as home supports, and housing goals.
- Responded to 153 information requests from the general public through our Information Services.
- Four (4) *Discovering the Power in Me*<sup>®</sup> sessions were held (Moncton, Miramichi, Saint John and Fredericton). There were 36 participants (23 clients and 13 support persons).
- Launched our *Ability Matters* DVD during Disability Awareness Week. The videos are featured on our web site.
- Began partnership with the New Brunswick Association for Community Living (NBACL) on an Office of Disability Issues funded project to deliver information sessions throughout NB on the Registered Disability Savings Plan.
- Held successful summer recreation and active living events – 27 clients in addition to their family members, friends, support workers and Ability NB staff members and volunteers participated in five events including bowling and swimming.
- Held our first ever Ability NB holiday party for clients; 51 people participated.
- Held a curling introductory clinic in Fredericton in partnership with Paralympian Chris Daw, the Canadian Curling Association and the NB Department of Wellness, Culture & Sport. Twenty-seven (27) people participated including 15 persons with disabilities.
- Held wheelchair/sit bowling clinics in Moncton; 18 clients, 9 family/friends/support workers, 3 volunteers and 5 staff participated. Evaluation results were very positive.
- Delivered a lunch and learn with speaker Chris Daw in partnership with the Stan Cassidy Centre for Rehabilitation and NB Association of Occupational Therapists; 48 people attended.
- Delivered our annual Quality Assurance Program survey. Results were very positive; 92% of the respondents rated our services as either "Good" or "Excellent".

## Ensuring organization effectiveness & sustainability

Ability NB believes in a strong and vibrant organization. In 2010-2011 we:

- Held a Board strategic planning day to develop a new mission, vision, values, principles and strategic direction for 2011 to 2016.
- Grew our full-time staff team to 10 staff persons including one new Rehabilitation Counsellor position.
- In collaboration with the Rick Hansen Institute, submitted a funding proposal to the Government of New Brunswick in recognition of the Rick Hansen 25<sup>th</sup> anniversary.
- Delivered successful fundraising events including the Wheels in Motion event, the \$1 Million Hole-in-one Shootout, the 10<sup>th</sup> annual Feast in the Field, and our 20<sup>th</sup> anniversary Art & Antique Auction.
- Secured the following new funding partnerships:
  - Capacity funding through the New Brunswick Disability Executives' Network ask to the Provincial Government for \$52,000 per year for five years. The funding was increased to \$65,000 annually beginning 2011-2012.
  - NB Children's Foundation, Greater Saint John Community Foundation and the Fredericton Community Foundation.
  - NB Department of Post-Secondary Education, Training & Labour for two year pilot project – The Power in Me.
  - The Rick Hansen Institute for the evaluation component of the Power in Me project.
  - Seed funding from Canada Mortgage and Housing Corporation to help develop our housing proposal for affordable, accessible units co-located with our office.
  - Department of Wellness, Culture & Sport funding for bowling and curling initiatives and the Think Tank.



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## Strengthening communications, and building awareness & visibility

Strengthening our communications, and building awareness and visibility are essential to ensure we reach the people who need our support and to help us build a vibrant base of volunteers, donors and supporters. In 2010-2011, we:

- Rebranded our organization as Ability New Brunswick/Capacité Nouveau-Brunswick Inc., developed a new logo, and tag line: *Empowering mobility & independence.*
- Received an average of 63,723 hits per month and 1,482 visits per month on our web site [www.abilitynb.ca](http://www.abilitynb.ca).
- Joined facebook.com/abilitynb and we currently have 447 friends.
- Joined twitter.com/abilitynb and we currently have 312 followers.
- Created a newsletter and the first edition was published in June 2011.
- Participated in over 10 media interviews including radio, television and print.
- Delivered successful fundraising and awareness events including the Wheels in Motion event, the \$1 Million Hole-in-one Shootout, the 10<sup>th</sup> annual Feast in the Field, and our 20<sup>th</sup> anniversary Art & Antique Auction.



## Volunteer Corner

"How wonderful that no one need wait a single moment to improve the world." -Anne Frank

Volunteers are the cornerstone of our efforts. In 2010-2011, 118 volunteers contributed 1,107.25 hours in the following areas: Board of Directors, special events and projects, and office support.

In September 2010, the following individuals received Volunteer Awards of Excellence for their contributions to our organization: Jonathan Alexander & Deb Connors. Brenda MacAlpine and Kellianne Richardson received our Ambassador and Junior Ambassador of the year awards, respectively.



In photo, volunteers George Woodworth (left) and Brenda MacAlpine.

### Peer support

Ability NB offers "someone who's been there" as a mentor and role model. Peer support volunteers have made positive personal adjustments. Peer volunteers provide one-on-one or family support – they listen, share experiences and provide practical information. We also offer peer group activities.

### Community development & Advocacy

Ability NB is a voice for persons with spinal cord injuries and mobility disabilities. We empower communities to identify, reduce and eliminate barriers to community participation. We work closely with government and community leaders to develop progressive public policy and build inclusive communities based on the priority needs of our clients. We create change through advocacy and interventions such as the research and development of position papers, presentations to and partnerships with policy makers, awareness activities and active involvement in key committees and leadership teams.



### Sport, recreation & active living

Ability NB helps clients to identify their sport, recreation and active living interest and develop a plan for participation. We offer adapted sport, recreation and active living clinics to engage persons with mobility disabilities in physical activity. We also link clients to other sport and recreation programs and help secure the resources, equipment and devices needed for participation.



### Information

Ability NB offers comprehensive and relevant information for clients, their families, employers, community agencies and governments. If you have questions, we should be your first call. We offer information on topics from travel, recreation, transportation, adapted equipment, vehicle modifications, to universal design standards. We also provide in-services, workshops and other learning opportunities on various topics.

### ABILITY NEW BRUNSWICK INC./CAPACITÉ NOUVEAU-BRUNSWICK INC.

#### STATEMENT OF OPERATIONS

#### FOR THE YEAR ENDED MARCH 31, 2011

	<u>2011</u>	<u>2010</u>
<b>Revenue:</b>		
Government grants:		
Federal	\$ 30,455	\$ 52,861
Provincial	355,707	191,100
United Way	55,413	43,517
Fee for service	1,258	1,924
Fund development	118,767	105,409
Rick Hansen Foundation	76,122	95,975
Miscellaneous	<u>8,719</u>	<u>5,909</u>
	<u>646,441</u>	<u>496,695</u>
<b>Expenses:</b>		
Advertising and promotion	899	7,677
Amortization	3,276	-
Bank charges	1,001	733
Canadian Paralegic Association national assessment	(16,625)	6,987
Equipment lease	6,353	6,575
Equipment purchases	-	2,830
Fund development	35,045	27,455
Insurance	4,467	4,976
Materials	45,160	29,348
Office	5,899	5,708
Professional development	978	4,161
Professional fees	63,213	26,535
Rent and utilities	40,721	37,185
Travel and meetings	50,437	51,794
Wages and benefits	<u>381,413</u>	<u>302,255</u>
	<u>622,237</u>	<u>514,219</u>
<b>Excess of expenses over revenue for the year</b>	<u>\$ 24,204</u>	<u>\$ (17,524)</u>

*Note: This statement is an excerpt from the full set of financial statements on which an audit report has been issued dated September 14, 2011 by Shannon & Buffett, LLP, Chartered Accountants.*



## Recognition Awards 2010-2011

Ability NB is pleased to present the following recognition awards for 2010-2011:

### **Volunteer Award of Excellent**

Jacques Brun

### **Caring Community Partner Award**

Health Services, NB Department of Social Development

### **Caring Corporate Partner Award**

Enbridge

### **Ambassador of the Year Award**

Barry Amos

### **Media Commitment to Community Award**

Trevor Doyle



### **History**

Our roots come from the Canadian Paraplegic Association (CPA). The CPA was founded in 1945 by John Counsell – who was injured by a bullet to the spine. Counsell and other WWII veterans with spinal cord injuries were determined not to spend their life in hospital. Their efforts resulted in improved medical and rehabilitation services, better pensions and increased awareness of their abilities and potential.

In 1952, the Atlantic Division was created and it eventually grew into four organizations. The CPA NB was formed in 1956 and incorporated in 1990. In 2011, we changed our name and rebranded to Ability NB to better reflect the people we represent. Ability NB is an autonomous, community-based, provincial non-profit organization governed by a volunteer Board of Directors.

## Thank you to our major financial supporters in 2010-2011



Bishop's Funeral Home  
BMO Charitable Foundation  
Boutouche Lions Club  
Centre for Arts & Technology  
Chews Box  
Club Lions de Shippagan  
Covey Basics  
Cox & Palmer  
EBS Entrepreneurial Business  
Enbridge Gas New Brunswick  
Geary Lions Club  
Hartland Lions Club  
Havelock Lions Club  
Human Resource & Skills Development Canada  
Humphrey, Lewisville, Sunny Brae Lions Club  
Investors Group  
JB Real Estate  
Jean Coutu  
Kinsmen Club of Nashwaaksis  
Lawton's Home HealthCare  
Liane Groves Realty Ltd.  
Modern Business College  
NB Department of Post-Secondary Education, Training & Labour  
NB Department of Social Development  
NB Department of Wellness, Culture and Sport  
Priority Personnel Inc.  
Regional Health Authority 3  
Richibucto Lions Club  
Rick Hansen Foundation  
Riverview Lions Club  
Riverview Ford Lincoln Sales  
RJ Bartlett Engineering  
Ross Drug Co., Ltd.  
Rotary Club of Perth-Andover  
Sackville Lions Club  
Service Canada  
TNT Insulation and Building Supplies  
UCT Fredericton  
United Way/Centraide (Central N.B.)/Region du Centre (N.-B.) Inc.  
Upper Nashwaaksis Lions Club  
Wendy's Restaurants of Fredericton  
York Funeral Home

## Thank you to our major in kind supporters in 2010 2011

106.9 Capital FM  
 Alex Green/PSAV  
 Andrew Henderson  
 Ann Manuel  
 Aramack/STU  
 Barrett Corporation  
 Bird Holdings Ltd.  
 Bleuets NB Blueberries  
 Brian Adams  
 Brookside Storage  
 Bruno's Delta Fredericton  
 Carman Creek Golf Course  
 Carvine Cellers  
 Churchill Dauphinee  
 Claude T. Picard  
 Coast Beverages Ltd.  
 Crowne Plaza Fredericton  
 Cynthia Russell- Cudmore  
 Daniel Price  
 David MacKay  
 DiningPick.com  
 Doreen Boudreau  
 Dumfries Maples  
 Edible Arrangements  
 Elizabeth Greenfield  
 Elizabeth Greenfield  
 Ernie MacKinnon  
 Fackelman Chocolaterie & Patisserie  
 Fredericton Civic Pride  
 Free House Wine & Spirits  
 Garagemahal.ca  
 Guy Vézina  
 Hugh Carmeron

Isaac's Way  
 Kiers Marketing Group  
 Kriscott Distributors Ltd.  
 Lawtons Home HealthCare  
 Linda P. Tiffin  
 Lloyd Fitzgerald  
 Marc Little  
 Margaret Bannister  
 Michael Johnson  
 Millar Motors (1996) Ltd.  
 Muriel Bell  
 Northampton Brewing Co.  
 Pattie Johnson  
 Peter Gorham  
 Phillipe Dandurand Wines Ltd.  
 Picaroons Traditional Ales  
 Relish Gourmet Burgers/The Chef  
 Group  
 Riverside Resort & Conference Centre  
 Riverside Resort and Conference Centre  
 Ryan Kingston  
 S. Sadiq Ali  
 Sodexo Canada/UNB  
 Spicer Smith & Cole Fine Jewellers  
 Terry Leavitt  
 The Daily Gleaner  
 The Fox FM  
 Toredown  
 Trainor Surveys (1974) Inc.  
 Truis Charter Bus Services  
 Vaughn McManus  
 Yoo China Curry House



