

# Annual Report 2011-2012

Ability New Brunswick/Capacité Nouveau-Brunswick Inc.

September 2012

## Board of Directors 2011-2012

### President

Courtney Keenan

### Vice-President

Pat Guest

### Treasurer

Beth Corey

### Secretary

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

As always, it is a pleasure as President to present to you our annual report. This is always a great time of year for us because we get to reflect on our achievements of the last 12 months and we had another incredible year. It is hard to pick out the biggest & best success because they have all had profound impact on New Brunswickers living with a mobility disABILITY.

I would have to say that the biggest achievement is our partnership with the Department of Culture, Tourism & Healthy Living to create and fund the new Para NB-Sport & Recreation Program. This is a unique model because for the first time in Canada the position is housed with the disability organization and is managed by a team consisting of Ability NB, Canadian Sport Centre Atlantic, Recreation NB and Sport NB. The program has been met with open arms by the provincial sports organizations. For years they just didn't know who to contact and now that they do, they are ready to roll.

Last year we implemented PX2®, an empowerment program for youth with a disABILITY transitioning from high school to post-secondary education. It was a huge success. It really gave youth an opportunity to discover and set new goals. This year we will expand the program and deliver it throughout the province.

Since we rebranded over a year ago we have had to work to ensure people knew we were still the same organization with the same commitment to our services as we have always had. To do this we entered the social media realm and we are now on Facebook, Twitter and we have a YouTube channel.

Last year I mentioned we were committed to developing a para sport and recreation initiative, and that we would implement the PX2® program. As you have read, we are an organization of our word and did just that. This year after a few years of new programs and projects, it's time to pump up our tires and tighten our spokes. We plan to grow these various programs and projects so we can further our goal of reaching and empowering every New Brunswicker living with a mobility disABILITY.

I encourage you to "like" us, follow us & watch us. Who knows...you just might feel empowered.

Sincerely,  Courtney Keenan  
President

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Follow us on:



**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 impact. In 2011-2012, Ability NB:

- Held a provincial Think Tank, with funding support from the Department of Culture, Tourism & Healthy Living, to explore the further development of para sport, recreation & active living opportunities in NB. Forty-four (44) participants representing diverse recreation, sport and disability organizations participated. An action plan was developed.
- Received the appointment of our Executive Director to the Steering Committee & Working Group of the Employment Action Plan for Persons with a Disability. The Committee was led by MLA and special advisor to Social Development, Danny Soucy. The Plan was presented to the Premier in May and a response from the Premier is expected this Fall.
- Worked with the NB Department of Public Safety to develop a barrier-free regulation. The regulation is expected to be formalized this Fall.
- Made a submission on inclusive education to the MacKay Report Review Process, led by Gordon Porter and the NB Department of Education & Early Childhood Development.
- Made a submission to the Minister of Transportation from the New Brunswick Disability Executives' Network to request that the NB Vehicle Retrofit Funding be reviewed and enhanced.
- Collaborated with the New Brunswick Disability Executives' Network on a proposal to Social Development for a New Brunswick Disability Income Program.
- Held meetings with the Premier, Minister of Health, and the Minister of Culture, Tourism & Healthy Living regarding the Rick Hansen 25<sup>th</sup> anniversary request. A formal announcement is expected by December 2012 regarding the NB commitment.
- Made a submission to the Premier's Council on the Status of Disabled Persons with recommendations for the new Disability Action Plan.
- Made a submission to the Minister of Social Development to provide recommendations on the Health Services program. This program provides funding to eligible Social Development clients for equipment and health supplies.
- Delivered presentations on our organization to the Saint John region and Fredericton region MLA caucuses.
- Held numerous other meetings with government leaders and policy makers to discuss and develop action steps to address issues facing New Brunswickers with a mobility disability.

## Influencing Public Policy (continued)

In 2011-2012, Ability NB also continued or initiated involvement in the following committees or working groups:

- Advisory Committee on Accessibility for the City of Dieppe
- Barrier-free committee, Public Safety
- Dial-A-Bus Transportation Committee
- Disability Support Program Working Group
- Fredericton Employment Assistance Services Committee
- Employment Action Plan for Persons with a Disability Steering Committee & Working Group
- Fredericton Chamber of Commerce Economic Development Committee
- Fredericton Chamber of Commerce Physician Recruitment Committee
- Fredericton Community Action Group on Homelessness
- Moncton Accessibility Committee
- New Brunswick Disability Executives' Network
- Para NB Management Team
- Para, Sport, Recreation and Active Living Working Group
- Recreation NB Inclusive Recreation Committee
- Recreation NB Recreation Access Fund
- Social Assistance Reform Committee, Economic & Social Inclusion Corporation
- Stan Cassidy Centre for Rehabilitation Research Team
- United Way Executive Directors' Group



Trevor Holder, Minister of Culture, Tourism & Healthy Living announced funding for Para NB during Disability Awareness Week. From left: Greg Cutler, Recreation NB; Minister Holder; Courtney Keenan, President of Ability NB; Darcy McKillop, Sport NB; Premier David Alward; Courtenay Brennan, Para NB Coordinator; and Meghan Donahue, Canadian Sport Centre Atlantic.

### Staff

**2011-2012**

#### Executive Director

Haley Flaro

#### Administrative Assistant

Cindy Comuzzi

#### Director of Development

Suzanne Wood

#### Para NB Coordinator

Courtenay Brennan

#### Rehabilitation Counsellors

Erinn Daigle

Liane Gould

Tammy-Lee Wright

Yvette Gaudet

Christiane Blacquièrre

Jodie de Solla

## Team Charter

### Our values

We commit to our shared values of **Ability, Accountability, Effectiveness, Empowerment, Inclusion, Leadership** and **Passion**.

### Our approach

We are compassionate and patient. We see the glass as half full. We are realistic and have vision. We develop goals and work to achieve them. We are creative, innovative, resourceful and solution focused. We constantly ask ourselves "how are we doing?" and "what can we do better?"

### Communication

We know that good communication is as much about listening as talking. We communicate openly and honestly. We respect each other's skills, abilities, talents and differences. We build a safe, supportive, collaborative work environment where we encourage others and share knowledge and ideas. When we have a problem, we address it. We value a good sense of humour. We follow up and we keep our word.

### Vision for success

We know we will be successful when we...empower, plan, evaluate, build partnerships, reach those who need our services, and influence public policy.

**We do what it takes to make it happen.**

## Enhancing service delivery

Enhancing our service delivery is paramount to our organizational work to empower persons with a mobility disability to be as independent as possible and participate fully in the community. In 2011-2012, we:

- Provided rehabilitation counselling services including planning support to 377 persons with a mobility disability throughout NB, compared to 301 the previous year. The most common disability types among clients were paraplegia, cerebral palsy, multiple sclerosis and tetraplegia.
- Received 164 new referrals, compared to 112 the previous year. The number of referrals represents a 46% increase in referrals over the previous year.
- Facilitated the attainment of 1008 client goals for enhanced independence, social and economic inclusion. The most common goals included areas such as financial, equipment and supplies, health, supports for independence such as home supports, and housing goals.
- Responded to 155 information and presentation requests from the general public through our Information Services.
- Delivered eight (8) *Discovering the Power in Me*<sup>®</sup> seminars. There were 69 participants (52 clients and 16 support persons). Process evaluation results were very positive and a formal evaluation is currently being completed.
- Trained ten (10) facilitators including staff and community partners to deliver the PX2<sup>®</sup> program for youth with a disability.
- Delivered six (6) PX2<sup>®</sup> seminars. There were 27 participants (24 youth and 3 support persons). Process evaluation results were very positive and a formal evaluation is currently being completed.
- Collaborated on nine (9) sport/recreation/active living initiatives, including bowling, introduction to Wii, badminton, yoga and other activities in various regions of the province; 69 persons with a mobility disability participated.
- Collaborated with the New Brunswick Association for Community Living to deliver information sessions and provide one-on-one assistance on the Registered Disability Savings Plan throughout New Brunswick.



## Ensuring organizational effectiveness & sustainability

Ability NB believes in a strong and vibrant organization. In 2011-2012 we:

- Held a Board strategic planning day and a staff planning retreat and developed a new five-year strategic plan and a team charter.
- Secured funding from a Social Development agreement with the New Brunswick Disability Executive's Network to add one new Rehabilitation Counsellor position.
- Delivered successful fundraising events including the *\$1 Million Hole-in-one Shootout*, the *11<sup>th</sup> annual Feast in the Field*, and our *21<sup>th</sup> anniversary Art & Antique Auction*.
- Secured the following new funding partnerships:
  - NB Department of Post-Secondary Education, Training & Labour to pilot a youth focused empowerment program in the Saint John and Fredericton/Woodstock regions.
  - NB Department of Wellness, Culture & Healthy Living for the establishment of Para NB – Sport & Recreation. This program is overseen by a management team of Ability NB, Canadian Sport Centre Atlantic, Recreation NB & Sport NB.
  - Canadian Paralympic Committee to deliver a series of sit/wheelchair badminton clinics in partnership with Badminton Canada and Badminton NB.
- Delivered our annual Quality Assurance Program survey to our active clients. Results were very positive:
  - ❖ 89% of the respondents rated our services as either "Good" or "Excellent".
  - ❖ Eighty-four percent (84%) of respondents feel they understand the role of their counsellor, and counsellors are largely viewed as dependable, providers of accurate information and prompt service (88%, 91% and 88% respectively).
  - ❖ Counsellors are most often seen as having helpful attitudes, as those who understand the needs of their clients and as those who are able to find ways/solutions to help their clients to reach their goals (93%, 91% and 79% respectively).
  - ❖ The majority of respondents "strongly agreed" or "agreed" that Ability NB is there when needed (80%).



### 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.

## 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 2011-2012, we:

- Developed a large poster board campaign, featuring NB athletes and recreational enthusiasts with a mobility disability, entitled *Ability – Everybody's do'in it.*
- Launched a new web site and received an average of 55,218 hits per month and 3,883 visits per month on our site [www.ABILITYNB.ca](http://www.ABILITYNB.ca).
- Engaged over 800 followers on Twitter and over 700 friends on Facebook.
- Initiated an Ability NB YouTube Channel featuring videos on topics such as transportation, universal design, education, employment, independent living and active living. The videos have received a high level of views.
- Created a client-focused newsletter *Ability Now! Capacité Maintenant!* and the first edition was published in June 2011.
- Developed three new pamphlets including an organizational pamphlet, a vocational/employment services pamphlet and a pamphlet on our services for seniors age 55+.
- Developed a series of written profile stories of New Brunswickers with a mobility disability.
- Delivered successful fundraising and awareness events including the *Wheels in Motion* event, the *\$1 Million Hole-in-one Shootout*, the *11<sup>th</sup> annual Feast in the Field*, and our *21<sup>st</sup> 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 2011-2012, 141 volunteers contributed 1,223 hours in the following areas: Board of Directors, special events and projects, recreation & active living and office support.



In photo, Ron Harris (left), Past President and Jennifer McCumber, Director (right) present volunteer Jacques Brun with a 2010-2011 Volunteer Award of Excellence.

### 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, 2012

	<u>2012</u>	<u>2011</u>
<b>Revenue:</b>		
Government grants:		
Federal	\$ 11,642	\$ 30,455
Provincial	419,855	355,707
United Way	57,197	55,413
Fee for service	638	1,258
Fund development	158,465	118,767
Rick Hansen Foundation	64,700	76,122
Miscellaneous	<u>31,733</u>	<u>8,719</u>
	<u>744,230</u>	<u>646,441</u>
<b>Expenses:</b>		
Advertising and promotion	7,507	899
Amortization	4,567	3,276
Bank charges	806	1,001
Canadian Paraplegic Association national assessment	-	(16,625)
Equipment lease	5,858	6,353
Fund development	39,470	35,045
Insurance	4,613	4,467
Materials	44,214	45,160
Office	5,817	5,899
Professional development	430	978
Professional fees	58,835	63,213
Rent and utilities	40,991	40,721
Travel and meetings	62,803	50,437
Wages and benefits	<u>468,735</u>	<u>381,414</u>
	<u>744,646</u>	<u>622,238</u>
<b>Excess revenue (expenses)</b>	<u>\$ (416)</u>	<u>\$ 24,203</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 2011-2012

Ability NB is pleased to present the following recognition awards for 2011-2012:

### **Volunteer Award of Excellent**

Catriona Woodworth

### **Caring Community Partner Award**

Ability Transit

Department of Culture, Tourism & Healthy Living

### **Caring Corporate Partner Award**

Crown Plaza Fredericton Lord Beaverbrook

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

Sarah Lord

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

Joe Trevors

### **Para Sport & Recreation Award**

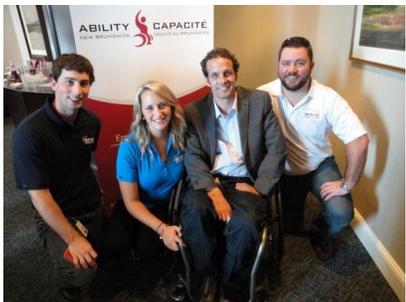
Eric Boucher



### **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 2011-2012

Bishop's Funeral Home  
BMO Charitable Foundation  
Boutouche Lions Club  
Burton Lions Club  
Canadian Paralympic Committee  
Canadian Sport Centre Atlantic  
Chews Box  
Covey Basics  
Cox & Palmer  
Curling Beausejour Inc.  
Douglas Lions Club  
Enbridge Gas New Brunswick  
Fredericton Lions Club  
Hartland Lions Club  
Havelock Lions Club  
Heather Curling Club  
Human Resource & Skills Development Canada  
Irishtown Lions Club  
JB Real Estate  
Jean Coutu  
Kinsmen Club of Nashwaaksis  
Kinsmen Club of Miramichi  
Lawton's Home HealthCare  
Liane Groves Realty Ltd.  
MEDIchair  
Modern Business College  
Nashwaaksis Lions Club  
NB Department of Health  
NB Department of Post-Secondary Education, Training & Labour  
NB Department of Social Development  
NB Department of Wellness, Culture & Sport  
New Maryland Lions Club  
RBC Royal Bank  
Regional Health Authority 3  
Rick Hansen Foundation & Rick Hansen Institute  
Riverview Ford Lincoln Sales  
RJ Bartlett Engineering  
Ross Drug Co., Ltd.  
Sackville Lions Club  
St. Thomas University Men's Hockey  
Snooty Fox  
TNT Insulation & Building Supplies  
United Way/Centraide (Central N.B.)/Region du Centre (N.-B.) Inc.  
Victoria Lodge No. 13  
Wendy's Restaurants of Fredericton  
York Funeral Home

## Thank you to our major in-kind Supporters in 2011-2012

106.9 Capital FM  
 Alex Green/PSAV  
 Alexander Keith's  
 Barrett Corporation  
 Bird Holdings Ltd.  
 Bleuets NB Blueberries  
 Brian Adams  
 Brian MacKinnon  
 Brookside Stow-It-All  
 Bruno's Delta Fredericton  
 Bruce Newman  
 Carman Creek Golf Course  
 Churchill Dauphinee  
 Clive Barrett  
 Crowne Plaza Fredericton  
 Debb Ferris Bates  
 Daniel Price  
 David MacKay  
 DiningFeed.com  
 Doreen Boudreau  
 E & J Gallo Winery  
 Edible Arrangements  
 Ernie MacKinnon  
 Fackelman Chocolaterie & Patisserie  
 Fredericton Civic Pride  
 Free House Wine & Spirits  
 Fuzzy Duck  
 Garagemahal.ca  
 Geneva Murphy  
 Gerald Boudreau  
 Guy Vézina  
 Hugh Cameron  
 Jane Geurts  
 Katy Karnes  
 Kiars Marketing Group

Kriscott Distributors Ltd  
 Laurie Winter  
 Linda P. Tiffin  
 Lloyd Fitzgerald  
 Margaret Bannister  
 Margaret Beukeveld  
 Matt LeBlanc  
 Mer et Soleil  
 Millar Motors (1996) Ltd.  
 Molson Coors Canada  
 Moosehead Breweries  
 Muriel Bell  
 New Brunswick Maple Syrup  
 Pat Staples  
 Patty Pendleton  
 Phillipe Dandurand Wines Ltd.  
 Picaroons Traditional Ales  
 Ramada  
 Rebekah Mersereau  
 Regent Mall  
 Ryan Kingston  
 S. Sadiq Ali  
 Sam Snead's Oak Grill & Tavern  
 Samosa Delite  
 Shan Chinese Restaurant  
 Simone Ritter  
 Sodexo Canada/UNB  
 Stephen Jardine  
 Sugar Rush Cupcakes  
 Spicer Smith & Cole Fine Jewellers  
 The Daily Gleaner  
 The Fox FM  
 Trainor Surveys (1974) Inc.  
 Waterside Farms Cottage Winery  
 Yoo China Curry House



