

Annual Report 2016-2017

Ability New Brunswick/Capacité Nouveau-Brunswick Inc.

September 2017

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2016-2017

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Letter from the President

Ability NB has had another very successful year with expanding and evolving services designed to meet the needs of the growing population of New Brunswickers with a mobility disability. We celebrated our 60th anniversary this year and I am truly honoured and humbled to serve as the president for such an accomplished organization and for such a dedicated group of staff and volunteers. The standard of comprehensive care provided to our service participants continues to be high as we strive to improve the lives of more New Brunswickers living with a mobility disability.

Over the past year, the organization secured funding for the Para NB program for the remainder of the 2016-2017 year and the full 2017-2018 year. We were also successful in obtaining the contract for delivering the NB Vehicle Retrofit Program. Additional administrative funding was secured with this program and allowed us to hire a new administrative professional and reclassify Cindy's position to that of office manager, better reflecting the roles and responsibilities of her position.

The organization held a number of successful fundraising events and the team was successful in balancing the budget this year and in recruiting and retaining staff although staff turnover does continue to be a challenge.

Ability NB is an organization that works with all levels of government and that others turn to when looking at developing policies and enhancing opportunities for people with a mobility related disability. Our reputation and our expertise are valued and respected and we are able to have an impact on the lives of people in this province living with a mobility disability.

Thank you for this opportunity to serve as the president of this exceptional organization.

Sincerely,

Gillian Hoyt-Hallett
President

Influencing Public Policy

Engagement in public policy has essential health, social and economic impact for persons with a mobility disability. In 2016-2017, Ability NB:

- Met with the Department of Health, re: medical assistance in dying (MAID). Developed and submitted a letter to the Minister of Health re: our position on MAID.
- Developed and submitted a series of policy recommendations to the Wellness Strategy (Social Development) re: parallel sport and recreation, accessible facilities and adapted cooking programs.
- Participated in the NB Council on Aging Stakeholders Summit to provide input into the aging plan.
- Participated in a focus group on the Horizon Health Network Aging and Eldercare Centre of Expertise.
- Met with the City of Fredericton Transit Division Manager to review and provide input into the new parallel transit (Dial-A-Bus) policies developed as a result of the Lean Six Sigma initiative.
- Developed and submitted a response to a request for input into a review of the Infirm Person's Act.
- Participated in a consultation with the Premier's Council on the Status of Disabled Persons (PCSDP) on the development of a Service Animals Act for New Brunswick.
- Participated in a consultation with the Department of Post-Secondary Education, Training & Labour (DPETL) on the Canada-New Brunswick Labour market agreements.
- Participated in a consultation on a new City of Fredericton parking plan.
- Met with the Minister of DPETL to discuss our Transition NB Program, the Student Employment Experience Program (SEED) including the potential establishment of designated numbers of placements for students with a disability in the SEED program.
- Met with the Minister of Education & Early Childhood Development (EECD) to discuss our Transition NB program, and our parallel sport and recreation in schools initiative.
- Completed the NB Housing stakeholder strategy survey to inform the provincial housing strategy.
- Participated in the NB stakeholder forum on housing to inform the provincial and federal housing strategies.
- Participated in the Accessible Canada Legislation in-person consultation with the Federal government.
- Participated in the Education & Early Childhood Development stakeholder summit on personalization to inform the implementation of the 10-year education plan.
- Met with the Minister of Social Development Minister responsible for seniors and long-term care, to discuss our partnership in the delivery of services to seniors and our vision for an Accessible NB consultation service that would include a focus on age friendly communities.
- Participated in a consultation with the City of Fredericton re: the proposed accessible route plan.
- Participated in the provincial consultation for the Rural & Urban Transportation strategy.



- Met with the EECDC Coordinator, Diversity & Respect with Education Support Services at the Department of Education & Early Childhood Development. Discussed the development of a provincial departmental policy on transition and the Transition NB program.
- Developed and submitted a letter to the Mayor of Fredericton as part of the budget process re: accessible transportation concerns in Fredericton.
- Developed and submitted a paper to the NB sport and recreation policy renewal process committee including members from Tourism, Heritage & Culture, Sport NB, Recreation NB and the Union of NB Municipalities.
- Met with the Minister of Social Development, Minister responsible for families, to discuss our Transition NB program, the Para NB program and our proposed Access NB service.
- Issued a letter to all NB municipalities to request revision of parking bylaws to increase the fine for violations of accessible parking to \$172.50 per infraction to align with infractions under the Motor Vehicle Act. Response has been very positive and we are now working with Public Safety as a change is required to the Motor Vehicle Act to allow municipalities to issue fines greater than \$120.
- Met with the new Assistant Deputy Minister responsible for Social Development long-term care and seniors to discuss our services for seniors.
- Delivered an Accessible Canada consultation in Moncton as part of our participation in the Canadian Access and Inclusion project with SCI Canada. Seventeen (17) persons with a disability participated.
- Met with the Director of Strategic Planning with the Premier's office to discuss the Employment Action Plan for Persons with a Disability and priority actions for 2017-2018.
- Completed participation in the development of and participated in the launch of *We're all in this together: An aging strategy for New Brunswick*.
- Developed and submitted a series of recommendations on accessible transportation to the NB Rural and Urban Transportation strategy consultation process.
- Participated in the NB Family Plan summit on disability to provide input into actions related to the disability pillar.
- In partnership with the New Brunswick Disability Executives' Network (NBDEN):
 - Completed research and innovation projects to develop an internship program for persons with a disability and a job coach training program. Both reports and recommendations have been submitted to the Department of Post-Secondary Education, Training and Labour for review and decision on next steps.
 - Met with DPETL to discuss our research and innovation project recommendations (intern program and job coach initiative) and changes to the Student Employment Experience Development (SEED) program.

Staff 2016-2017

Executive Director

Haley Flaro

Office Manager

Cindy Comuzzi

Administrative Assistant

Christel Harriott

Director of Development

Christina Collins

Para NB Manager

Mathieu Stever

Para NB Coordinator

Wendy Scott

Rehabilitation Counsellors

Laura Andrea

Liane Gould

Cynthia Noble

Laura Pyne

Tammy Wright

Transition Planner

Team Lead

Rebecca Graham

Transition Planners

Nicole McCann

Carly Schofield

- Participated in a consultation with Social Development on the development of the self-managed care option for the Disability Support Program.
- Met with the Deputy Minister of Social Development to discuss the new government deliverology initiative and how priorities will be determined.
- Met with the Director of Employment Programs, DPETL, for a consultation on the Student Employment Experience Development (SEED) program and potential changes to the Training & Employment Support Services (TESS) program.
- Participated in a consultation on the Equal Employment Opportunity Program as part of the program renewal and improvement process.

2016-2017, Ability NB also continued or initiated involvement in the following committees or working groups:

- Central Community Inclusion Network
- Collaborative for Healthy Aging & Care
- Para Transit Transportation Committee
- Dieppe Accessibility Committee
- Department of Education and Early Childhood Development's Assistive Technology Working Group
- Disability Support Program Working Group Committee
- Employment Action Plan for Persons with a Disability – DPETL Sub-Committee
- Fredericton Community Action Group on Homelessness
- Healthy Built Environment Working Group
- Moncton Accessibility Committee
- New Brunswick Disability Executives' Network
- Parks and Trails
- Physical Activity Working Group (PAWG)
- Recreation NB Inclusive Recreation Committee
- Réseau mieux-être Péninsule Acadienne
- Saint John Respite Committee
- Rural & Urban Transportation Committee – Economic & Social Inclusion Corporation
- Social Development Disability Support Program Working Group
- Stan Cassidy Centre for Rehabilitation Research Team
- Sussex and Area Wellness Network
- Trail 150
- UNB Accessibility Committee
- Wellderness (Fall and Winter)



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 2016-2017, we:

- Received 132 new referrals to our rehabilitation counselling services.
- Provided rehabilitation counselling services including one-on-one planning support to 267 persons with a mobility disability throughout NB:
 - 147 service participants were male and 120 service participants were female.
 - 216 service participants identified their primary language as English; 48 service participants identified their primary language as French and 3 service participants identified their primary language as Arabic.
 - Service participants resided in the following regions:
 - Region 1, Moncton area – 83
 - Region 2, Sussex to St. Stephen including Saint John area – 39
 - Region 3, Fredericton/Chipman/Woodstock area – 100
 - Region 4, Edmundston area – 5
 - Region 5, Campbellton area – 7
 - Region 6, Bathurst/Peninsula area – 22
 - Region 7, Miramichi area – 11
 - Service participants identified with the following age categories:
 - Birth to 16 – 3
 - 17 to 19 – 2
 - 20 to 30 – 16
 - 31 to 40 – 38
 - 41 to 54 – 91
 - 55 to 64 – 61
 - 65+ – 56
 - The most common disability types among our service participants were multiple sclerosis, stroke, arthritis, cerebral palsy, paraplegia and tetraplegia.
- Facilitated the achievement of 1,281 service participant goals for enhanced independence, social and economic inclusion in the following areas:
 - Income supports – 340
 - Planning (e.g., develop plan, attain plan) – 187
 - Equipment, technology & supplies – 175
 - Health & wellness – 146
 - Home supports & other supports for independence – 117
 - Housing – 102
 - Sport, recreation, active living & leisure – 66

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.



Enhancing Service Delivery (continued)

- Employment & volunteerism – 28
- Transportation – 46
- Family, social & peer supports – 42
- Education, skill development & literacy – 18
- Legal – 12
- Client identified issues – 1
- Sexual health – 1
- Received 30 new referrals to our transition planning services.
- Provided transition planning services including one-on-one planning support to 50 youth with a mobility disability throughout NB:
 - 28 service participants were male and 22 service participants were female.
 - 39 service participants identified their primary language as English; 8 service participants identified their primary language as French and 3 service participants identified their primary language as Arabic.
 - Service participants resided in the following regions:
 - Region 1, Moncton area – 16
 - Region 2, Sussex to St. Stephen including Saint John area – 14
 - Region 3, Fredericton/Chipman/Woodstock area – 18
 - Region 6, Bathurst/Peninsula area – 1
 - Region 7, Miramichi area – 1
 - Service participants identified with the following age categories:
 - Birth to 16 – 3
 - 17 to 19 – 15
 - 20 to 30 – 29
 - 31 to 40 – 3
 - The most common disability types among our service participants were cerebral palsy, spina bifida, paraplegia and tetraplegia.
- Facilitated the achievement of 372 service participant goals for enhanced independence, social and economic inclusion in the following areas:
 - Income supports – 81
 - Education, skill development & literacy – 55
 - Employment & volunteerism – 38
 - Planning (e.g., develop plan, attain plan) – 35
 - Home supports & other supports for independence – 34
 - Equipment, technology & supplies – 32
 - Housing – 31
 - Sport, recreation, active living & leisure – 23
 - Health & wellness – 20
 - Transportation – 12
 - Family, social & peer supports – 7
 - Legal – 4
- Responded to 654 information and presentation requests from the general public through our Information Services (telephone, e-mail, social media mail).

Enhancing Service Delivery (continued)

- As host of Para NB – Sport & Recreation program, we also achieved the following:
 - Partnered in the planning, delivery and/or promotion of 24 parallel sport and creative activities in partnership with sport clubs, schools and recreation organizations.
 - A total of 272 participants with a physical disability, 49 coaches, 204 volunteers and 55 occupational therapists or physiotherapists are registered with the program.
 - The adapted sport and recreation Equipment Loan Service has a total of 303 pieces of equipment.
 - There were 208 equipment loans. The most common types of equipment requested were hockey sledges, multisport wheelchairs, rugby wheelchairs and handcycles.
 - Created and launched the new Para NB tagline “Everyone Plays!”
 - Created and started distribution of new Para NB brochure.

Ensuring Organization Effectiveness & Sustainability

Ability NB believes in a strong, effective and vibrant organization. In 2016-2017 we:

- Participated in 1026.50 hours of staff professional development.
- Developed a new advocacy protocol.
- Developed a working alone policy.
- Developed a work from home policy.
- Delivered successful fundraising events including the 16th annual Feast in the Field and Anniversary Gala/Auction. Feast in the Field raised \$50,504.50 and the Anniversary Gala raised \$47,557.91.
- Secured the following new funding partnerships:
 - Greater Saint John Community Foundation; \$5,000 for core services.
 - RBC Learn to Play; \$25,000 for the Para NB program.
 - Lawtons Home HealthCare; \$3,000 for the Para NB program.
 - Alcool NB Liquor; \$4,000 for core services.
 - Canadian Paralympic Committee; \$10,000 for Equipment Loan Services.
 - Fredericton Community Foundation; \$2,500 for youth rehabilitation counselling.
 - Greater Saint John Community Foundation; \$20,000 for the Para NB program.

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.

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 2016-2017, we:

- Delivered successful fundraising and awareness events including the 16th annual *Feast in the Field*, and our *Anniversary Gala/Auction*.
- Participated in 15 media interviews on topics such as accessible transportation and parking, accessible housing, parallel sport and recreation, and our fundraising events.
- Received an average of 59,976 hits per month and 6,414 visits per month on our web site www.ABILITYNB.ca. Received an average of 21,327 hits per month and 1,152 visits per month on our web site www.CAPACITENB.ca.
- Received an average of 26,994 hits per month and 5,104 visits per month on our web site www.PARANB.ca.
- Engaged 3,259 followers on Twitter, 2,621 “likes” on our Facebook page, 3,424 “likes” on our *Feast in the Field* Facebook page, 503 “likes” on our Auction page and 9,296 views on our YouTube channel.
- Engaged 1,328 followers on the Para NB program Twitter, 2,366 “likes” on its Facebook page, and 38,319 views on its YouTube channel.



ABILITY NEW BRUNSWICK INC./CAPACITÉ NOUVEAU-BRUNSWICK INC.**STATEMENT OF OPERATIONS****FOR THE YEAR ENDED MARCH 31, 2017**

	<u>2017</u>	<u>2016</u>
Revenue:		
Government grants:		
Federal	\$ 8,497	\$ 5,509
Provincial	703,733	512,053
Foundation and other grants	92,620	27,340
United Way	65,996	66,668
Fund development (note 9)	116,652	109,793
Miscellaneous cost recoveries	<u>12,837</u>	<u>9,862</u>
	<u>1,000,335</u>	<u>731,225</u>
Expenses:		
Advertising and promotion	4,883	1,234
Amortization	51,727	43,955
Bank charges	1,680	1,242
Equipment lease	2,564	2,386
Equipment purchases	-	1,133
Fund development	60,193	31,028
Insurance	6,117	5,341
Materials	41,085	23,965
Miscellaneous	-	1,800
Office	4,441	3,466
Professional development	13,720	6,732
Professional fees	80,101	22,966
Rent and utilities	53,836	52,574
Travel and meetings	82,300	52,270
Wages and benefits	<u>596,557</u>	<u>478,368</u>
	<u>999,204</u>	<u>728,460</u>
Excess revenue	<u>\$ 1,131</u>	<u>\$ 2,765</u>

Note: This statement is an excerpt from the full set of financial statements on which an audit report has been issued dated September 26, 2016 by Shannon & Buffett, LLP, Chartered Accountants.

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 2016-2017, 145 volunteers contributed 1,095.25 hours in the following areas: Board of Directors, special events and projects, with the Para NB – Sport & Recreation program and in office support.

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

Case management/
service coordination

Vocational/Employment

Peer Support

Community development &
advocacy

Sport, recreation & active
living

Information services

Follow us on:



Recognition Awards 2016-2017

Ability NB is pleased to present the following recognition awards for 2016-2017:

Volunteer Award of Excellence

Beth Wallace
Carl Constantine

Ambassador of the Year

Garry Stokes
Jeremy Murray
Wilf Torunski

Para Sport & Recreation Award

Bernard Lapointe

Caring Community Partner Award

New Brunswick Community College

Caring Corporate Partner Award

Taylor Printing

Excellence in Leadership Award

Christina Collins

30 Years of Service Excellence

Cindy Comuzzi

10 Years of Service Excellence

Liane Gould

5 Years of Service Excellence

Laura Pyne

Thank you to our major financial supporters in 2016-2017

Accreon
Alcool NB Liquor
Bayshore Home Health
Bird Stairs
Canadian Community Foundations of Canada
Canadian Paralympic Committee
Covey Basics

Thank you to our major financial supporters in 2016-2017 (cont'd)

Cox & Palmer
 Embracor
 Enbridge Gas New Brunswick
 F6 Networks
 Fox Automotive Inc.
 Government of Canada
 Greater Saint John Community Foundation
 Harvey Station Lions Club
 Howell Ventures Ltd.
 Independent Order of Odd Fellows, Victoria Lodge, No. 12
 Irving Oil Ltd.
 Kinsmen Club of Miramichi
 K-Line Construction
 Knights of Columbus
 Lawton's Home HealthCare
 New Brunswick Community College
 New Brunswick Curling Association
 NB Department of Education & Early Childhood Development
 NB Department of Health
 NB Department of Post-Secondary Education, Training & Labour
 NB Department of Social Development
 NB Emergency Medical Services
 Occupational Concepts
 Pick n' Chews
 RJ Bartlett Engineering
 Royal Bank of Canada
 Rotary Club of Campbellton
 Rotary Club of Sackville
 Royal Canadian Legion Gladstone
 Royal Canadian Legion Norton
 Royal Canadian Legion Richibucto
 Stantec Consulting Ltd.
 United Way/Centraide (Central N.B.)
 United Way Centraide Greater Moncton and Southeastern NB
 UPS Canada

Seniors

Through our services for seniors age 55+ who have a mobility disability, as well as their families, caregivers and service providers. A mobility disability is any condition that affects the ability to move such as paraplegia, tetraplegia, cerebral palsy, spina bifida, multiple sclerosis, muscular dystrophy, amyotrophic lateral sclerosis (ALS), stroke amputation, arthritis, or age-related conditions.

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 in-kind supporters in 2016-2017

Abbey Glenn Riverfront Bed & Breakfast
Aitkens Pewter
Alex Green/PSAV
Amélie Archer
Amsterdam Inn & Suites
Andrea Mulder-Slater
Angel Terry
Bearlooms
Blakely Language Services
Boyd Maillet
Brewbakers
Carol Randall
Capital Theatre
[catch] Urban Grill
Chess Piece Patisserie & Café
Chris Doiron
Chris MacClure
Churchill Dauphinee
Cinnamon Café
City of Fredericton Tourism
Clay Café
Clay Design Inc.
Clinic D. Bruce Clavette
Courtney Keenan
Crowne Plaza Fredericton
Dancing Rabbit Press
Debra Landers
Donate-A-Car Canada
Donna Mulholland
Doreen Boudreau
Ed Zammit
Edible Arrangements
Four Points Hotel by Sheraton Moncton
Fredericton Indoor Pool
Geoff Slater
George Woodworth
Ghulam Mustafa
Guy Vézina
Harvest Jazz & Blues Festival
Hidden House Pottery
Hoyt's Moving and Storage
I'm Here & I'm Hungry Baked Goods
Isaac's Way Restaurant

James Joyce Pub
Jante Blockhuis Mulder
Kent Buildings Supplies
Kiers Marketing Group
King Street Ale House
Kings Landing Historical Settlement
Kirkwood Diamond Canada
Kitchen Fashions
Kris LeBlanc
Krista Tosenard
Lawanda Thompson
Lindsay MacKay
Liquid Gold Oils & Vinegar
Lloyd Fitzgerald
Magic Mountain Water Park
Magzy's Kettle Korn
Marc Theriault
Mariah Ellis
Marilyn Hurst
Maritime Fun
Maryse Bourgeois
Mayday Group
McClelland Premium Imports
Mer et Soleil
Millar Motors (1996) Ltd.
MoCo Kitchen Downtown
MoCo Kitchen at Mactaquac
Moosehead Breweries
Newcap Radio
Ottawa Senators
Pat Guest
Picaroons Traditional Ales
Quoddy Link Marine
Ray Haines & Glen Cunningham
Route 102 Handmade Goods
Richibucto River Wine Estates
S. Sadiq Ali
SAMEASFOREVER
Samosa Delite
Sandi McKessock
Shediac Bay Cruises
Shining Water Family Fun Park
Sleeman Breweries

Sodexo Canada/UNB
Sorella Hair Salon Spa
Stephen MacGillivray
Photography
Stewart Kenney
Storeytown Cottages
Tanya Smith
Tasha MacDougall
Taylor Printing
The Abbey Café
The Daily Gleaner
The Lunar Rogue Pub
The Palate
The Playhouse
Vaughn McManus
Whitney Coffee Company
Wilf Torunski
Wine Kitz
Woodworth Woodworking