

ANNUAL REPORT 2017 - 2018

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2017-2018**

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E3B 7G5**

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[info@abilitynb.ca](mailto:info@abilitynb.ca)**

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## **President's Report**

Ability NB has had another very successful year providing services to New Brunswickers with a mobility disability. I am truly honoured to have served as the president for such an accomplished organization and to have worked alongside the incredibly dedicated group of staff and volunteers over the past two years.

Ability NB has continued to focus on building established programs such as the Para NB Program, for which we recently received renewed government funding, the Transition NB program and the Vehicle Retrofit Program. We have also been working to fill gaps that currently exist for New Brunswickers with a mobility disability in the areas of peer mentorship and accessibility.

The staff and board of Ability NB developed a new Strategic Plan and Fundraising Plan in the spring. We are confident that these two critical documents will move us forward towards our vision and mission and ensure that we have the financial support to do our essential work.

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

## Our Mission

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.

## Our Values

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

## Team Charter

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?”.

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.

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.**

### Staff

**Executive Director**  
Haley Flaro

**Office Manager**  
Cindy Comuzzi

**Administrative Assistant**  
Christel Harriott

**Director of Development**  
Elizabeth Murphy

**Para NB Manager**  
Mathieu Stever

**Para NB Coordinator**  
Wendy Scott

**Rehabilitation Counsellors**  
Laura Andrea  
Liane Gould  
Cynthia Noble  
Emma Connell  
Amy O’Keefe

**Transition Planner**  
Team Lead  
Rebecca Graham

**Transition Planners**  
Nicole McCann  
Carly Scofield  
Monica Ouellette

## Who we work with

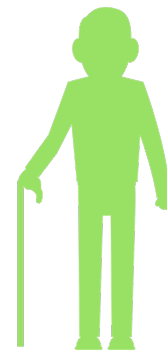
Our priority is to reach out and work with New Brunswickers of all ages who have a spinal cord injury or mobility disability, as well as their families and caregivers. A mobility disability is any condition that affects the ability to move such as paraplegia, tetraplegia, cerebral palsy, spina bifida, multiple sclerosis, muscular dystrophy, amyotrophic lateral sclerosis, stroke, amputation, arthritis or age-related conditions.



## 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. Some of the services Ability NB offers include:

- Rehabilitation counselling
- Transition planning
- Peer Support
- Para NB
- Public policy and community development
- NB Vehicle Retrofit Program
- Community awareness and navigation



## 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.

# Influencing Public Policy

Engagement in public policy has essential health, social and economic impact for persons with a mobility disability. In 2017-2018, Ability NB:

- **In partnership with the New Brunswick Disability Executives' Network (NBDEN):**

- o Prepared a list of recommendations for the NB Family Plan pillar on supporting persons with a disability.
- o Participated in a consultation with the Department of Post-Secondary Education, Training & Labour (DPETL) and the New Brunswick Community College (NBCC) re: the development of a training program for job coaches.
- o Participated in a consultation with the Muriel McQueen Ferguson Foundation re: women with a disability and violence.
- o Developed a joint provincial election platform submission for all the major political parties.

- **Developed and submitted the following policy related documents to a variety of people and organizations:**

- o A paper on the Accessible Canada consultation to the Minister of Sport and Persons with Disabilities and New Brunswick Members of Parliament.

- o A brief on Visitable Housing to MP TJ Harvey and all NB Members of Parliament.

- o A brief for Members of Parliament on the Accessible Canada Legislation and seniors plan

- o A brief to the Minister of Tourism, Heritage and Culture on parallel sport and recreation and accessible tourism.

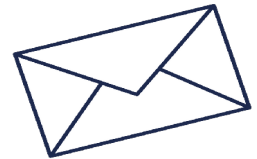
- o A letter of request to the Minister of Public Safety to allow municipalities to issue fines greater than \$120 for misuse of accessible parking.

- o A response to the Medical Assistance in Dying protocol received from the Department of Health.

- o A brief for the Minister responsible for poverty.

- o A platform submission for all political parties in New Brunswick.

- o Feedback on the Fredericton Growth Strategy, specifically concerns regarding accessibility.





- **Met with an array of people and organizations on policy issues. Highlights include:**

- o The Minister of Tourism, Heritage & Culture to discuss the Para NB program and accessible tourism.
- o The Health Minister regarding concerns with Medical Assistance in Dying trends, Extra-Mural Program transfer to Medavie, mental health & peer mentorship and poverty.
- o The Seniors Advocate office to discuss the establishment of this new service and concerns of seniors with a mobility disability.
- o The Minister of Labour, Employment & Population Growth re: our Transition NB program.
- o The New Brunswick Teacher's Association President to discuss and clarify our position on inclusive education.
- o Members of Parliament Serge Cormier to discuss support for the Accessible Canada legislation.
- o The Health Services Program to discuss the review of Health Services benefits.
- o The President of the Economic and Social Inclusion Corporation to discuss poverty priorities for persons with a disability.



### **Ability NB activley participated in the following consultations, sessions and programs:**

- o Work sessions on the Provincial Housing Strategy Panel.
- o A consultation on Building a People Strategy for the New Brunswick Public Service.
- o The One-stop-shop Working Group, Economic & Social Inclusion Corporation, to assist in the development of a 211 service for NB.
- o The provincial stroke leadership program in Moncton to explore gaps in programs and services for those living with a stroke and to determine priorities.
- o Two provincial consultations on the development of legislation on adult services and supports (commonly known as the long-term care act).
- o Member of Parliament TJ Harvey's roundtable discussion on a National Seniors Strategy with MP Matt DeCoursey and Marc Serré, Member of Parliament leading consultations for the seniors strategy.
- o A consultation on Employment Assistance Services for persons with a disability hosted by Post-Secondary Education, Training & Labour to help improve services.
- o Participated in a national meeting of the Canadian Access and Inclusion project (hosted by SCI Canada) to continue work on recommendations for the Accessible Canada consultation.

### **Some other successes achieved by Ability NB in 2017 - 2018 include:**

- o The Executive Director was appointed to the St. Thomas University Social Work Field Education Advisory Committee.
- o Department of Post-Secondary Education, Training & Labour announced that changes will be made to the provincial portion of the Canada Student Loans Program including the exemption of students with a permanent disability from making any contribution to the student loan.
- o Joined the Atlantic Spinal Cord Injury Summit organizing committee. The purpose of the summit was for the Atlantic Provinces to collaborate to improve spinal cord injury treatment and research.



# Committees and Working Groups

2017-2018, Ability NB continued or initiated involvement in the following committees or working groups:

- Accessibility Committee at the Université de Moncton
- Atlantic Outdoor Collective Forum
- Community Action Group on Homeless
- Disability Support Program Committee
- Fundy Wellness Network
- Healthy Aging Roundtable
- Healthy Eating Physical Activity Coalition
- Healthy Built Environment Working Group
- Kent Community Inclusion Network Committee
- Moncton Accessibility Committee
- New Brunswick Disability Executives' Network
- Parks and Trails NB
- Provincial Housing Panel
- Recreation NB's "NB Plays! – Gold"
- Sussex Wellness Network



# 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 2017-2018, we:

- **Received 153 new referrals to our rehabilitation counselling services.**

- o Provided rehabilitation counselling services including one-on-one planning support to 332 persons with a mobility disability throughout NB:



158 service participants were female and 174 were male.

**270** service participants identified their primary language as English

**62** service participants identified their first language as French.

- o Service participants resided in the following regions:

- Region 1, Moncton area – **109**

- Region 2, Sussex to St. Stephen including Saint John area – **54**

- Region 3, Fredericton/Chipman/Woodstock area – **113**

- Region 4, Edmundston area – **7**

- Region 5, Campbellton area – **9**

- Region 6, Bathurst/Peninsula area – **22**

- Region 7, Miramichi area – **18**

- o Service participants identified with the following age categories:

- Birth to 16 – **3**

- 17 to 19 – **1**

- 20 to 30 – **7**

- 31 to 40 – **38**

- 41 to 54 – **116**

- 55 to 64 – **95**

- 65+ – **72**



- o The most common disability types among our service participants were multiple sclerosis, stroke, arthritis, paraplegia, tetraplegia and acquired brain injury.

o Ability NB facilitated the achievement of 1,334 service participant goals for enhanced independence, social and economic inclusion in the following areas:

Income supports – **333**

Planning (e.g., develop plan, attain plan) – **247**

Equipment, technology & supplies – **187**

Home supports & other supports for independence – **141**

Health & wellness – **132**

Housing – **98**

Sport, recreation, active living & leisure – **73**

Family, social & peer supports – **39**

Transportation – **36**

Employment & volunteerism – **26**

Education, skill development & literacy – **10**

Legal – **10**

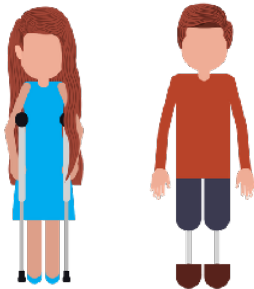
Sexual health – **2**



**We helped reach  
1,334 Goals!**

• **We received 32 new referrals to our transition planning services.**

o We provided transition planning services including one-on-one planning support to 83 youth with a mobility disability throughout NB:



39 service participants were female and  
44 were male.

**66** service participants identified their  
primary language as English

**12** service participants identified their  
first language as French.

**5** service participants identified their  
primary language as Arabic.

o Service participants resided in the following regions:

Region 1, Moncton area – 28

Region 2, Sussex to St. Stephen including Saint John area – 17

Region 3, Fredericton/Chipman/Woodstock area – 35

Region 5, Campbellton area – 1

Region 6, Bathurst/Peninsula area – 1

Region 7, Miramichi area – 1

o Service participants identified with the following age categories:

Birth to 16 – 4

17 to 19 – 24

20 to 30 – 51

31 to 40 – 4

- o The most common disability types among our service participants were cerebral palsy, other
- o Facilitated the achievement of 694 service participant goals for enhanced independence, social and economic inclusion in the following areas:

Income supports – 129  
 Education, skill development & literacy – 108  
 Equipment, technology & supplies – 85  
 Employment & volunteerism – 75  
 Home supports & other supports for independence – 68  
 Planning (e.g., develop plan, attain plan) – 64  
 Sport, recreation, active living & leisure – 42  
 Health & wellness – 38  
 Housing – 35  
 Transportation – 34  
 Family, social & peer supports – 9  
 Sexual health - 3  
 Legal – 2  
 Quality assurance - 2



- Responded to 897 information and presentation requests from the general public through our Information Services (telephone, e-mail, social media mail).
- The Vehicle Retrofit Program approved a total of 64 applications (61 individuals, 3 organizations) and committed a total \$274,840.40 out of an available \$275,000 in grant funding. We also approved an additional 5 individual applications with additional, exceptional funding that was provided (\$35,823.68) from the Department of Transportation & Infrastructure.
- **Para NB – Sport & Recreation program achieved the following:**
  - o Partnered in the planning, delivery and/or promotion of 38 parallel sport and creative activities in partnership with sport clubs, schools and recreation organizations.
  - o A total of 281 participants with a physical disability, 49 coaches, 209 volunteers and 55 occupational therapists or physiotherapists are registered with the program.
  - o The adapted sport and recreation Equipment Loan Service has a total of 327 pieces of equipment, this is an increase of 3.9% from the previous year.
  - o There were 446 equipment loans. The most common types of equipment requested were hockey sledges, multisport wheelchairs, rugby wheelchairs and curling sets.
  - o Created and launched the new Para NB database to register each participant, physical education specialist, coach, volunteer and official and to record demographics and interests. The database will be used as a resource for recruitment of new programs and existing programs as well as new program development.

# Ensuring Organization Effectiveness & Sustainability

Ability NB believes in a strong, effective and vibrant organization. In 2017-2018:

**\$42,130**

was raised at our 17th annual  
Feast in the Field fundraiser

**524.25**

hours of staff professional  
development were logged

- Ability NB secured the following new funding partnerships:
  - o UPS Fredericton; **\$56,929.20** for the Para NB Equipment Loan Service.
  - o The Windsor Foundation; **\$30,000** for the Para NB Equipment Loan Service.
  - o City of Fredericton; **\$7,500** for the Para NB Equipment Loan Service.
  - o Fredericton Community Foundation; **\$6,000** for the Para NB Equipment Loan Service.
  - o Fredericton Community Foundation; **\$2,100** for core services.



# 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 2017-2018, we:

- Delivered a successful fundraising and awareness event - the 17th annual Feast in the Field.
- Participated in 18 media interviews on topics such as accessible transportation and parking, accessible housing, parallel sport and recreation, and our fundraising events.
- Received an average of 107,196 hits per month and 10,035 visits per month on our web site [www.ABILITYNB.ca](http://www.ABILITYNB.ca). Received an average of 28,460 hits per month and 1,851 visits per month on our web site [www.CAPACITENB.ca](http://www.CAPACITENB.ca).
- Received an average of 32,339 hits per month and 4,150 visits per month on our web site [www.PARANB.ca](http://www.PARANB.ca).
- Engaged 3,409 followers on Twitter, 3,117 “likes” on our Facebook page, 3,382 “likes” on our Feast in the Field Facebook page, 588 “likes” on Transition NB Facebook page, 118 Transition NB Instagram followers and 11,313 views on our YouTube channel. Engaged 1,344 followers on the Para NB program Twitter, 2,521 “likes” on its Facebook page, 101 followers on Instagram and 42,469 views on its YouTube channel.

## Volunteer Corner

Volunteers are the cornerstone of our efforts. In 2017-2018, 150 volunteers contributed 754.50 hours in the following areas: Board of Directors, special events and projects, with the Para NB – Sport & Recreation program and in office support.



# Recognition Awards 2017-2018

**Caring Corporate Partner Award**  
UPS

**Volunteer Award of Excellence**  
Gillian Hoyt-Hallett

**Caring Community Partner Award**  
KV Old Boys

**Para Sport & Recreation Award**  
Robin Buchanan

**Ambassador of the Year Award**  
Cassandra Mazariegos  
T.J. Harvey  
Courtenay Brennan

**Excellence in Leadership Awards**  
Cindy Comuzzi  
Rebecca Graham





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

**STATEMENT OF OPERATIONS**

**FOR THE YEAR ENDED MARCH 31, 2018**

	<u>2018</u>	<u>2017</u>
<b>Revenue:</b>		
Government grants:		
Federal	\$ 2,982	\$ 8,497
Provincial	1,069,043	668,488
Foundation and other grants	97,679	80,859
United Way	76,272	65,996
Fund development (note 9)	53,829	116,652
Miscellaneous cost recoveries	4,236	12,837
Amortization of contributions deferred for capital assets (note 5)	<u>60,011</u>	<u>47,006</u>
	<u>1,364,052</u>	<u>1,000,335</u>
<b>Expenses:</b>		
Advertising and promotion	2,990	4,883
Amortization	61,185	51,727
Bank charges	1,446	1,680
Equipment lease	2,709	2,564
Equipment repairs and maintenance	403	-
Fund development	12,772	60,193
Insurance	7,059	6,117
Materials	343,590	41,085
Office	4,946	4,441
Professional development	7,709	13,720
Professional fees	68,214	80,101
Rent and utilities	55,216	53,836
Travel and meetings	86,000	82,300
Wages and benefits	<u>710,999</u>	<u>596,557</u>
	<u>1,365,238</u>	<u>999,204</u>
<b>Excess revenue (expenses)</b>	<b>\$ <u>(1,186)</u></b>	<b>\$ <u>1,131</u></b>

Note: This statement is an excerpt from the full set of financial statements on which an audit report has been issued dated September 14, 2018 by Shannon & Buffett, LLP, Chartered Accountants.

## **Thank you to our major financial supporters in 2017-2018:**

Accreon  
Alcool NB Liquor  
Bird Stairs  
Cambridge-McKnight Ltd.  
Canadian Community Foundations of Canada  
Cox & Palmer  
Embracor  
Enbridge Gas New Brunswick  
Fredericton Lions Club  
Government of Canada  
Greater Saint John Community Foundation  
Hartland Lions Club  
Harvey Station Lions Club  
Kennebecasis Lions Club  
Kinnette Club of Fredericton  
Kinsmen Club of Miramichi  
K-Line Construction  
Magnetic Hill Lions Clubs  
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 Department of Tourism, Heritage & Culture  
NB Department of Transportation & Infrastructure  
New Brunswick Medical Society  
Pick n' Chews  
Riverview Lions Club  
Royal Canadian Legion Gladstone  
Royal Canadian Legion Norton  
Sussex Lions Club  
United Way/Centraide (Central N.B.)  
United Way Centraide Greater Moncton and Southeastern NB  
UPS Canada

## **Thank you to our major in-kind supporters in 2017-2018:**

AppleMan Farms Ltd.  
Alex Green/PSAV  
Aramark, St. Thomas University  
Atlantic Spirits & Wine Ltd.  
Betty Lee's  
Buy/Achetez NB  
[catch] Urban Grill  
Chocolate Covered Cakeballs  
City of Fredericton Tourism  
Crowne Plaza Fredericton – Lord Beaverbrook  
Grimross Brewing Co.  
Harvest Jazz & Blues Festival  
Heights Cold Brew  
Hoyt's Moving and Storage  
I'm Here & I'm Hungry Baked Goods  
Kiers Marketing Group  
Kirkwood Diamond Canada  
Labatt Breweries  
Mayday Group  
McClelland Premium Imports  
Mer et Soleil  
Millar Motors (1996) Ltd.  
Molson Coors Canada  
Mutankunaznva  
Newcap Radio  
Picaroons Traditional Ales  
Richibucto River Wine and Estates  
SG & The Tone Kings  
Samaritan First Aid  
Sodexo Canada/UNB  
Spicer Cole Fine Jewellers  
Stephen MacGillivray Photography  
Sunset Heights Meadery & Apiary  
The Daily Gleaner  
Whitney Coffee Company  
York County Cider