



ABILITY
NEW BRUNSWICK



CAPACITÉ
NOUVEAU-BRUNSWICK

Annual Report: 2018 - 2019

President's Report

President

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Sara McElman

Matt Steen

Wilf Torunski

President's report
Karolina Gehres
April 2018 - March 2019

Ability NB has had another productive and successful year providing services to New Brunswickers with a mobility disability. In my first year serving as president of this organization, it is an honour to share the successes of the staff and volunteers for the 2018-2019 fiscal year.

The Board of Directors has welcomed valuable additions and renewed passion for the programs and services provided. Together with the staff, work continued to meet with new and ongoing MPs, Ministers, MLAs, and other government officials to ensure they are aware of Ability NB's mission to empower the independence and full community participation of persons who have mobility disability and that all potential partnerships are explored and developed.

Ability NB's first Wheelchair Challenge was held on September 8, 2018 in Moncton, NB. This successful fundraising event fostered current partnerships, discovered new partners to engage and offered a new opportunity for awareness to the greater community to the challenges and successes lived by New Brunswickers with a mobility disability every day.

Thank you for the opportunity to serve as president of an organization that has an impact on so many.

Sincerely,



Karolina Gehres
President



Our mission

Our mission is to empower the independence and full community participation of persons throughout New Brunswick who have a mobility disability. We can achieve this by:

- Being the primary voice for New Brunswickers of all ages living with a mobility disability.
- Being a leader in service delivery and an influential voice in Federal, Provincial and local public policy development for persons with a mobility disability.
- Knowledge, expertise and lived experience.
- Being key partners in the rehabilitation, disability and research fields.

Our values

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

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.



Venus McKinnon

Success Story

Venus experienced significant health issues in 2014 that resulted in being hospitalized for two years. At the age of 49, she transferred from a two year inpatient stay at hospital to reside at a nursing home. Once her health returned to a stable place, Venus realized a nursing home did not mean home to her.

“Living there had some good points, but it was not for me, especially mentally.”

Venus looked for support to find a new home to call her own, but struggled with the connections she already had. It was then that her sister connected her with Ability NB. Venus and her Rehabilitation Counsellor, Laura, worked to create a concrete plan that would allow Venus to live independently, while ensuring that all her needs were being met.

Venus and Laura created a plan that included supports to help Venus maintain her home, complete errands, secure travel to medical appointments, and ensure her apartment was financially sustainable. Venus moved into her own apartment last year.

“I’m so happy. I love it! I just feel so good. I have freedom again.”

Venus’ move was more than just a location change. She lives independently, and because of that she developed a new sense of worth. She now has confidence that even if new challenges arise in her life she won’t have to face that alone.

“If I’ve got a problem, I know I can call someone there [Ability NB] to help me find the solution.”



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



Our Staff

Executive Director - Haley Flaro

Director of Development - Elizabeth Murphy

Office Manager - Cindy Comuzzi

Administrative Assistant - Christel Harriott

Rehabilitation Counsellor, Team Lead - Rebecca Graham

Rehabilitation Counsellor - Katlyn Boucher

Rehabilitation Counsellor - Cynthia Noble

Rehabilitation Counsellor/Seniors 55+ - Amy O'Keefe

Manager, Para NB - Mathieu Stever

Coordinator, Para NB - Wendy Scott

Transition Planner, Team Lead - Monica Ouellette

Transition Planner - Carly Schofield

Transition Planner - Taylor Newman

Transition Planner - Mélanie Savoie

Transition Planner - Kerri Flemming

Rehabilitation Counselling

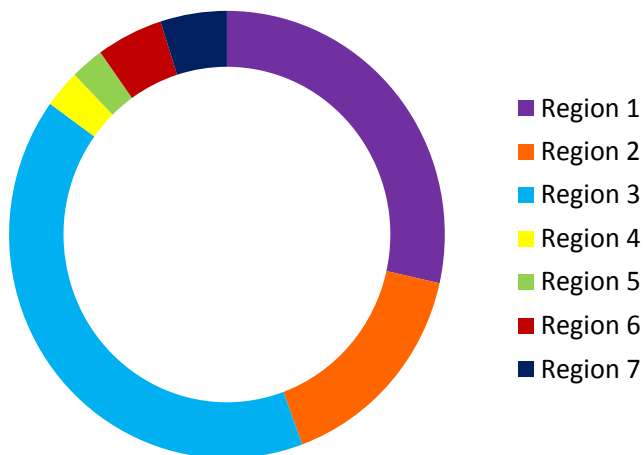
Enhancing our service delivery is paramount to our organization. In 2018 - 2019, we:

Received **175** new referrals to our rehabilitation counselling services.

Provided rehabilitation counselling services to **365** persons with a mobility disability throughout NB.

Facilitated the achievement of **1,185** service participant goals. The most common goals were income supports; equipment, technology and supplies; home supports and other supports for independence; housing; and health and wellness.

Service participants resided in the following regions:



Regions represent the following locations:

- Region 1 - Moncton area
- Region 2 - Sussex to St. Stephen, Saint John area
- Region 3 - Fredericton/Chipman/Woodstock area
- Region 4 - Edmundston area
- Region 5 - Campbellton area
- Region 6 - Bathurst/Peninsula area
- Region 7 - Miramichi area



From the service participants who received rehabilitation counselling:



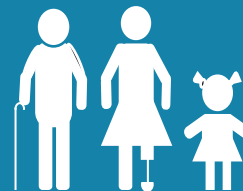
305 identified their primary language as English, **59** French and **1** Arabic.



194 identified as female and **171** identified as male.



Service participants were in the following age categories:



birth to 16 – **11**
31 to 40 – **48**
41 to 54 – **116**
55 to 64 – **95**
65+ – **72**

Ages 16 to 30 receive services under our Transition NB Program.



84 service participants identified their primary language as English, **17** French and **2** Arabic.

57 service participants identified as male and **46** identified as female.



Transition Planning

Enhancing our service delivery is paramount to our organization. In 2018 - 2019, Transition NB:

Received **32** new referrals.

Provided one-on-one planning support to **103** youth with a mobility disability throughout NB.

Facilitated the achievement of **690** service participant goals. The most common goals were in the area of income supports; employment and volunteerism; education, skill development and literacy; home supports and other supports for independence; and sport, recreation, active living and leisure.

Supported service participants in the following age categories:

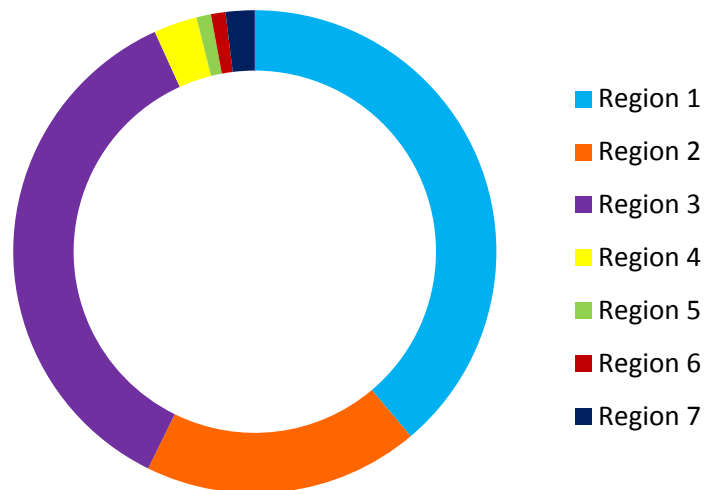
16 to 19 – **25**

20 to 30 – **72**

31 to 32 – **6**

17 education placements
14 employment placements

Service participants resided in the following regions:



Regions represent the following locations:

- Region 1 - Moncton area
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Para New Brunswick - Sport and Recreation

In 2018 - 2019, Para NB - Sport and Recreation:

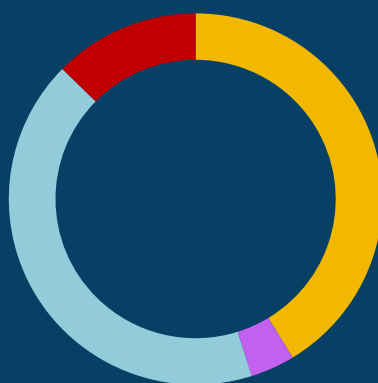
Partnered in the planning, delivery and/or promotion of **45** parallel sport and recreation activities in partnership with sport clubs, schools and recreation organizations.

The adapted sport and recreation Equipment Loan Service has a total of **404** pieces of equipment. This is an increase of **23.5%** from the previous year.

There were **646** equipment loans. The most common types of equipment requested were hockey sledges, multisport wheelchairs and handcycles.



A total of **183** participants with a physical disability, **17** coaches, **187** volunteers and **56** occupational therapists or physiotherapists (OT/PT) are registered in the new Para NB data management system.



- Participants with a disability
- Coaches
- Volunteers
- Occupational or Physiotherapists

Influencing Public Policy

Engagement in public policy has essential health, social and economic impact for persons with a mobility disability. In 2018 - 2019, Ability NB developed submissions and presentations, and actively participated in numerous meetings and engagement opportunities with policy makers to represent the voice of persons with a mobility disability. Highlights from our policy activities included:

- Developed and presented a detailed submission with disability policy recommendations to all political parties in advance of the provincial election.
- Developed an Employment Assistance Services for persons with a disability framework for New Brunswick and presented to the Department of Post-Secondary Education, Training and Labour (DPETL).
- Developed a submission to the Economic & Social Inclusion Corporation with recommendations for the new poverty plan.
- Collaborated on a major funding proposal with the New Brunswick Disability Executives' Network to develop a series of online training modules on disability. The target populations are: employment counsellors, case managers, social workers in government and community organizations. This major project begins this Fall.
- Developed a pre-budget submission to the Minister of Finance.



New Brunswick currently has the second highest rate of disability in Canada.

161,590

161,590 New Brunswick residents currently have a disability.

73,000

73,000 individuals have a mobility disability in New Brunswick.

45.2%

Next to pain and flexibility, mobility is the most common disability type in New Brunswick at 45.2% .

*Statistics Canada, 2017. 15 years and older.



- Initiated the NB Transition Planning Leadership Team meeting inclusive of representatives of disability organization; Education & Early Childhood Development; Post-Secondary Education, Training & Labour; and Social Development. The objectives of this team include to increase the training and post-secondary education and labour force participation of youth with a disability by creating a multi-sector team and developing recommendations for transition policies and services.
- Developed a submission for the Premiers Council on Disabilities new Disability Action Plan.
- Prepared briefing notes and met with various Ministers, members of the Legislature and Members of Parliament to discuss disability policy priorities.
- Participated in a consultation with the Department of Health regarding a provincial dementia strategy.
- Participated in an engagement session with the DPETL on the United Nations Convention on the Rights of Persons with Disabilities.
- Participated in the Department of Social Development's provincial stakeholder panel to provide input into the final draft of the provincial housing plan.
- Participated in a round table on improving public health outcomes in rural communities with a pan Canadian group of individuals involved in public and environmental health throughout Canada.



10% of Canadians have a mobility disability.

10%

42.8% of Canadians with a disability have a mobility issue.

42.8%

2,676,370 Canadian citizens have a mobility disability.

2,676,370

*Statistics Canada, 2017. 15 years and older.



Did you know...

The current rate of Social Assistance Extended Benefits (persons with a disability) for a single person provides an annual income of **\$8,956**. This rate falls well below the poverty line measure which ranges between **\$17,747** and **\$19,619**.

*Statistics Canada, 2017. 15 years and older.



Volunteer Corner

Volunteers are the cornerstone of our efforts. In 2018-2019, 150 volunteers contributed **423.05** hours in the following areas: Board of Directors, special events and projects, with the Para NB – Sport & Recreation program and in office support.

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Information Services

Ability NB responded to **857** information and presentation requests from the general public through our Information Services (telephone, e-mail, social media mail) with a total of **1,340** hours.

.....



The Vehicle Retrofit Program

In 2018 - 2019, the Vehicle Retrofit Program approved a total of **56** applications (**54** individuals, **2** organizations) and committed a total **\$273,186.19** out of an available **\$275,000** in grant funding.

Committees and Working Groups

2018-2019, Ability NB continued or initiated involvement in the following committees or working groups:

- Board for Habitat for Humanity Moncton
- City of Dieppe's accessible Transportation Committee
- City of Dieppe's Intergenerational Center's Accessibility Committee
- City of Moncton Accessibility Committee
- Community Action Group on Homelessness (CAGH)
- Disability Awareness Week Planning
- Employment Action Plan Post-Secondary Education, Training
- Fundy Para Ice Hockey Committee
- Kent Community Inclusion Network
- New Brunswick Disability Executives' Network
- Parks and Trails Day
- Physical Activity Networking Group
- Provincial Housing Strategy Stakeholder Panel
- Provincial Roundtable on Healthy Aging
- Social Development Disability Support Program Working Group
- Sussex Wellness Network and Fundy Wellness Network
- UNB Accessibility Committee
- Université de Moncton's accessibility committee
- Vulnerable Patients with Complex Needs Northumberland County Project
- Winter Wellderness



55% of persons with a disability were employed in NB in 2017 compared to 77% of people without a disability.

55%

From 100,000 working age New Brunswickers living with a disability, 45% remain unemployed.

45%

We have a potential labour market pool of over 49,000 people who could immediately contribute to the current labour market shortage.

49,000

*Statistics Canada, 2017. 15 years and older.





424.75

hours of staff professional development were logged!



\$23,929

was raised at our Moncton Wheelchair Challenge!

Ensuring Organization Effectiveness & Sustainability

Highlights from our Annual Quality Assurance Survey:

- **95%** per cent of service participants rated the services that they received from Ability NB as either Good or Excellent.
- Our counsellors were seen as dependable, providers of accurate information, as well as prompt service, and in possession of a helpful attitude (**96%, 93%, 93%, & 95%** respectively); **93%** also praised their counsellors for understanding their needs.
- **90%** of service participants agreed or strongly agreed when asked if “My Counsellor helps me find solutions/ways to reach my goals.”

Ability NB secured the following new funding partnerships:

- Calgary Foundation Darryl K. Seaman Fund; **\$30,000** for Para NB.
- Jake Allen Program 34; **\$6,000** for Para NB.
- Tango Medical; **\$10,000** for Para NB

Ability NB proudly hosted its 1st annual Wheelchair Challenge in Moncton to raise awareness of the experience of using a wheelchair while raising funds for our services. This event brought together individuals living with a mobility disability, their families, service providers, suppliers, Monctonians and some great community partners and sponsors. Wheelchair Challenge by the Numbers:

- **30,000+** Social Media Impressions
- **\$23,929** Dollars Raised
- **200** Attendees
- **152** New Community Connections
- **70** Racers
- **7** Sponsors
- **4** Dignitaries

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 2018-2019, we:

- Delivered a successful fundraising and awareness event - the 2018 **Moncton Wheelchair Challenge**.
- Participated in **22** media interviews on topics such as accessible transportation and parking, accessible housing, parallel sport and recreation, and our fundraising events.
- Received an average of **3,844** hits per month and **1,200** visits per month on our web site www.ABILITYNB.ca.
- Received an average of **855** hits per month and **297** visits per month on our web site www.PARANB.ca.
- Through social media we engaged:
 - **3,467** followers on Twitter
 - **3,461** “likes” on our Facebook page
 - **639** “likes” on Transition NB Facebook page
 - **181** Transition NB Instagram followers
 - **12,075** views on our Ability NB YouTube channel
 - **1,360** followers on the Para NB program Twitter
 - **2,967** “likes” on the Para NB Facebook page
 - **206** followers on Para NB’s Instagram
 - **48,531** views on the Para NB YouTube channel



Recognition Awards

Caring Corporate Partner

Malley Industries Inc.

Caring Community Partner

Greater Saint John Community Foundation

Ambassador of the Year Award

Colin Kennedy-Robichaud
Avery White

Volunteer Award of Excellence

Amélie Archer

Para Sport & Recreation Award

Lynn Fletcher

Staff Excellence in Leadership Award

Wendy Scott



What does Ability NB mean to you?

.....
Ask the Staff
.....

“Empowerment - I help people accomplish their goals and dreams.”

“I found my purpose. This isn’t just a job.”

“We focus on people’s ability rather than their disability.”

“Advocacy.”

“It’s a place that people can go for a second chance at help.”



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

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31, 2019

	<u>2019</u>	<u>2018</u>
Revenue:		
Government grants:		
Federal	\$ 3,514	\$ 2,982
Provincial	1,105,168	1,069,043
Municipal	304	-
Foundation and other grants	45,627	97,679
United Way	79,152	76,272
Fund development (note 9)	33,803	53,829
Miscellaneous cost recoveries	16,428	4,236
Amortization of contributions deferred for capital assets (note 5)	<u>74,681</u>	<u>60,011</u>
	<u>1,358,677</u>	<u>1,364,052</u>
Expenses:		
Advertising and promotion	6,941	2,990
Amortization	77,541	61,185
Bank charges	1,796	1,446
Equipment lease	2,587	2,709
Equipment repairs and maintenance	2,895	403
Fund development	18,021	12,772
Insurance	6,384	7,058
Materials	319,016	343,590
Office	3,380	4,946
Professional development	3,367	7,709
Professional fees	44,331	68,214
Rent and utilities	56,985	55,216
Travel and meetings	98,201	86,000
Wages and benefits	<u>708,177</u>	<u>711,000</u>
	<u>1,349,622</u>	<u>1,365,238</u>
Excess revenue (expenses)	<u>\$ 9,055</u>	<u>\$ (1,186)</u>

Note: This statement is an excerpt from the full set of financial statements on which an audit report has been issued dated September 13, 2019 by Shannon & Buffett, LLP, Chartered Accountants.

Thank you to our major financial supporters in 2018-2019:

Accor Hotels
Alcool NB Liquor
Armour Transport Systems
Assumption Life
Cambridge – McKnight Insurance
City of Fredericton
Enbridge Gas New Brunswick
Government of Canada
Harvey Station Lions Club
Hubbard Avenue Elementary School
Knights of Columbus Moncton Council 1310
Knights of Columbus Moncton Council 1310
Knights of Columbus Monsignour Boyd Council 6774
Lawton's Home HealthCare
Malley Industries Ltd.
McWilliam Financial Inc.
Minto Memorial High School
Nashwaaksis Middle School
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 Community College
New Brunswick Medical Society
Orange Tub Brewing Collective
Pick n' Chews
Saint John Community Foundation
Sobeys
Sport Med Acadie
Sure Grip/Howell Ventures
Tango Medical
The Cooper's Inn
United Brotherhood of Carpenters & Joiners of America
United Way Fredericton
United Way Moncton
UPS Canada
Victoria Lodge No. 13, IOOF
Windsor Foundation



Thank you to our major in-kind supporters in 2018-2019:

GoodLife Fitness
Hoyt's Moving and Storage
Maritime Paramedic Services

