



2019-2020 ANNUAL REPORT



ABILITY
NEW BRUNSWICK
Empowering mobility and independence



PRESIDENT'S REPORT

April 2019 - March 2020

Ability NB has had an unprecedented year providing services to New Brunswickers with a spinal cord injury or a mobility disability. In my final year serving as president of this organization, it is an honour to share the successes of the staff and volunteers for the 2019-2020 fiscal year.

BOARD MEMBERS

PRESIDENT

Karolina Gehres

PAST PRESIDENT

Gillian Hoyt-Hallet

VICE-PRESIDENT

George Woodworth

TREASURER

Stephen Banks

SECRETARY

Bill Leonard

MEMBER-AT-LARGE

Courtney Keenan

DIRECTORS

Carl Constantine

Danielle Harding

Ron Harris

Shawn Léger

Roger Lewis

Sara McElman

Matt Steen

Wilf Torunski

The Board of Directors has welcomed a new Director who adds to the passion shared 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.

In May 2019, Ability NB had the pleasure of sponsoring Minister Carla Qualtrough at a luncheon in Moncton, NB under the umbrella of Disability Awareness Week. The Minister's speech was enjoyed by service participants, elected officials, Board members and staff alike. Her passion for an accessible Canada is inspiring.

Ability NB's second Wheelchair Challenge was held on September 21, 2019 in Saint John, 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.

In early 2020, Ability NB and its service participants were not spared from the effects of the global pandemic. The Board of Directors is proud of the nimble and creative staff, ensuring continued support to service participants in new and innovative ways.

Thank you for the opportunity to serve a two-year term 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.



Amélie's Story

Amélie has developed a go-getter attitude at a young age. She was born with Cerebral Palsy which limits her mobility and causes her to have difficulties with communicating verbally. Amélie was referred to Ability NB in 2012 to ensure she was set up for success as she moved out on her own 250 km away from her family to begin her post-secondary studies. Amélie has since been able to complete over half of her bachelor's degree in recreational studies while living independently. She has since developed friendships and has been able to practice hobbies such as drawing which is her favorite activity to do.

Ever since I've been working with Ability NB, I have felt properly supported. I really feel that they work for the people.

After an unsuccessful job search over the summer of 2018, Amélie's Transition Planner (TP) referred her to the Future Ready NB Program in 2019 which helped her secure summer employment in her field of study with the Congrès Mondial Acadien (CMA). Amélie and her TP have since worked in collaboration with her Canadian Council on Rehabilitation and Work counsellor and her employer to ensure she has access to appropriate supports during her work hours. Amélie and her TP also secured funding to have an assessment of her work/study area and purchase an ergonomic chair for use at work and during her studies. Having those supports allowed Amélie to focus solely on her job with the CMA and perform at the best of her ability as she gained valuable work experience during the summer.

It is quite surreal to have the opportunity to work with such a big team. Every morning, I am beyond excited to be able to go to a job that I love!

As Amélie continues working towards getting her degree, she is confident that she will be able to gain more hands-on learning experiences in the future. Her career plans include working with individuals who live with a disability to ensure they have access to the same quality of life as their peers. We are excited to see what opportunities await for Amélie!



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. Ability NB offers:

- Rehabilitation counselling
- Transition NB
- Para NB – Sport & Recreation
- Peer Support
- Public policy and community development
- NB Vehicle Retrofit Program
- Community awareness and navigation

OUR STAFF


- Haley Flaro, Executive Director
- Elizabeth Murphy, Director of Development
- Cindy Comuzzi, Office Manager
- Rebecca Graham, Rehabilitation Counsellor – Team Lead
- Katlyn Boucher, Rehabilitation Counsellor
- Ryan DiDiodato, Rehabilitation Counsellor
- Amy O’Keefe, Rehabilitation Counsellor/Seniors 55+

- Mathieu Stever, Manager, Para NB – Sport & Recreation
- Wendy Scott, Coordinator, Para NB – Sport & Recreation
- Monica Ouellette, Transition Planner – Team Lead
- Maggie McGraw, Transition Planner
- Taylor Newman, Transition Planner
- Kerri Flemming, Transition Planner
- Josée Léger, Transition Planner
- Lauren Stack Mills, Research Assistant



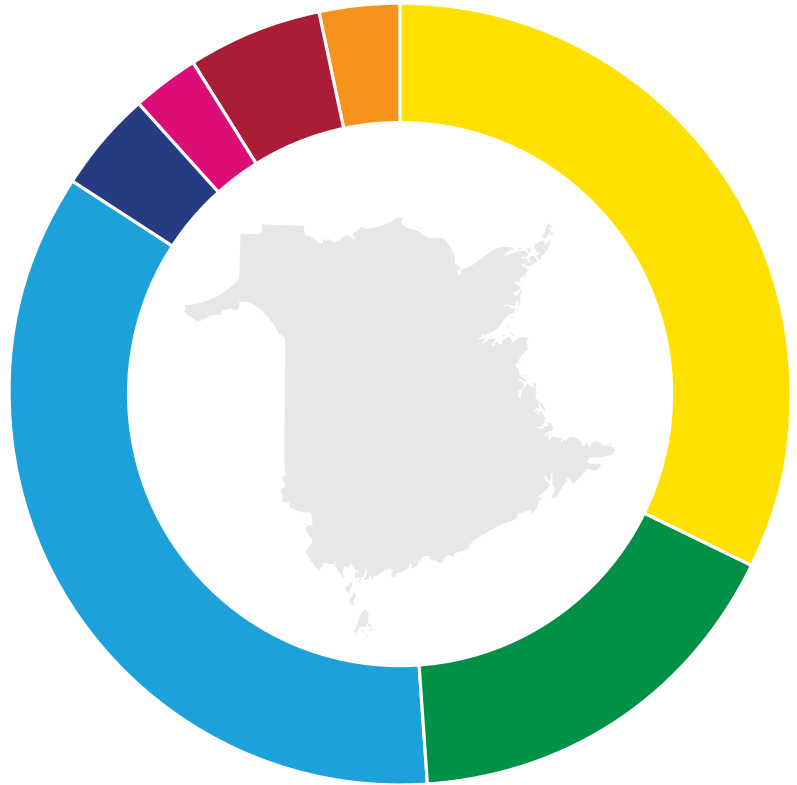
EXPANDING SERVICE DELIVERY REHABILITATION COUNSELLING

IN 2019 – 2020, WE:








 **Provided rehabilitation counselling services to 374 persons** with a mobility disability in NB.

 **Received 183 new referrals** to our rehabilitation counselling services.

 **Facilitated the achievement of 1,149 service participant goals.** The most common goals were income supports; equipment, technology and supplies; home supports and other supports for independence; and housing.



SERVICE PARTICIPANTS RESIDED IN THE FOLLOWING REGIONS:

 Region 1 (Moncton area)	121
 Region 2 (Sussex to St. Stephen including Saint John area)	62
 Region 3 (Fredericton/Chipman/Woodstock area)	132
 Region 4 (Edmundston area)	16
 Region 5 (Campbellton area)	10
 Region 6 (Bathurst/Peninsula area)	21
 Region 7 (Miramichi area)	12

EXPANDING SERVICE DELIVERY REHABILITATION COUNSELLING

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

303

service participants
identified their primary
language as English

66

service participants
identified their
primary language
as French

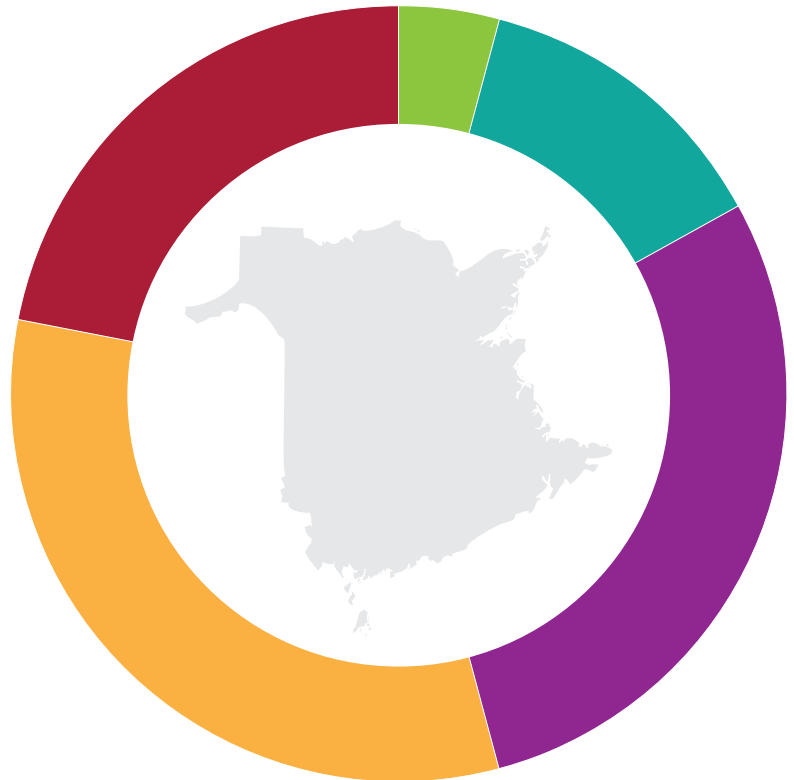


4

service participants
identified as Arabic
as their primary
language

1

service participant identified
Vietnamese as their primary language



160

identified as male



214

identified as female

SERVICE PARTICIPANTS WERE REPRESENTED IN THE FOLLOWING AGE BRACKETS:

■ Birth to 16	16	■ 55 to 64	120
■ 31 to 40	48	■ 65+	82
■ 41 to 54	108		



TRANSITION NB

IN 2019 – 2020, TRANSITION NB:



THE TRANSITION GUIDE

A Guide for Transition Planning for Youth with a Disability was launched in March 2020. This Guide, available in an online e-book and PDF format in both official languages, was developed to help youth with a disability as they adjust to changes that come with graduating high school and entering the workforce. The Transition Guide offers information on transition planning, contains a checklist of recommended tasks individuals should complete during the transition process and offers resources that may be helpful to youth who live with a disability in New Brunswick.

For the first time thanks to a funding partnership with the Fredericton TD Branches, Transition NB was able to offer the Transition NB Bursary.

Our 2019-2020 recipients were:

- ★ *Blair Steeves-Alston*
- ★ *Alyssa Belliveau*

TRANSITION NB

IN 2019 – 2020, TRANSITION NB:



Facilitated the achievement of 892 service participant goals.

The most common goals were income supports; education, skill development & literacy; employment & volunteerism; and equipment, technology & supplies.

94

service participants identified their primary language as English

21

service participants identified their primary language as French

3

service participants identified Arabic as their primary language

1

service participant identified Somalian as their primary language



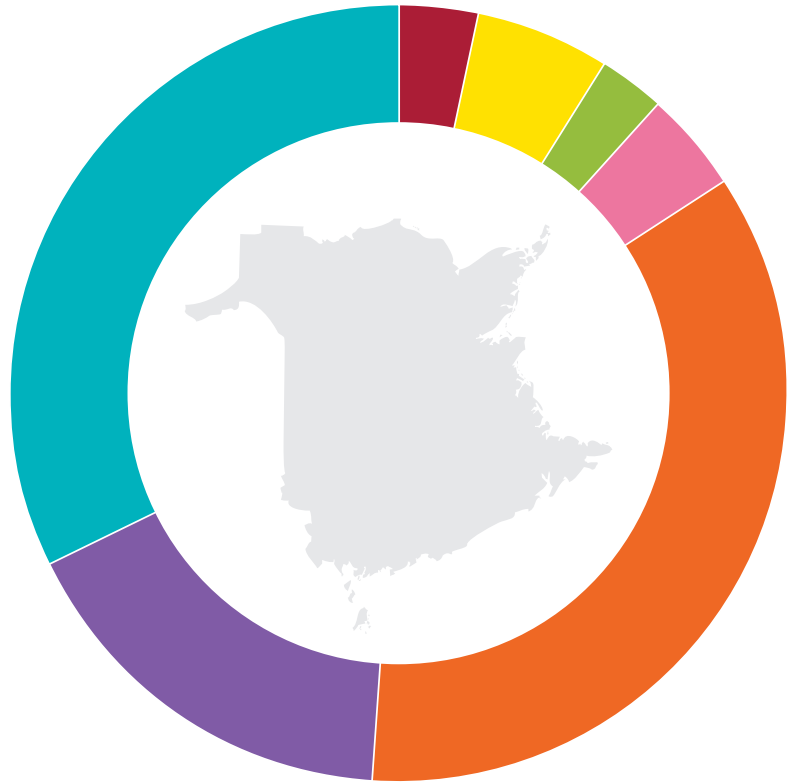
61

identified as male



58

identified as female



TOTAL NUMBER OF SERVICE PARTICIPANTS BY REGION:

■ Region 1 (Westmorland, Albert & Kent Counties)	39
■ Region 2 (Sussex to St. Stephen including Saint John and the Fundy Isles)	27
■ Region 3 (Fredericton/Woodstock/Minto/Chipman/Boiestown)	39
■ Region 4 - Edmundston area	3
■ Region 5 - Campbellton area	4
■ Region 6 - Bathurst/Peninsula area	3
■ Region 7 - Miramichi area	4



PARA NEW BRUNSWICK SPORT AND RECREATION

IN 2019 – 2020, PARA NB – SPORT AND RECREATION:

- Delivered the adapted sport and recreation Equipment Loan Services which has a total of 466 pieces of adapted equipment worth approximately \$730,000.
- Helped get 3,000 persons with a disability get active.
- Helped 100,000 persons without a disability get active.
- Processed 853 loan requests from individuals, sport groups, schools, and communities.
- Has 256 participants with a physical disability, 24 coaches, 6 officials, 220 volunteers, 87 physical education specialists, and 57 occupational or physiotherapists registered with our research and interests database.
- Collaborated on 33 para sport and recreation initiatives such as:
 - Athletics NB
 - Fundy Para Ice Hockey
 - Sussex Canskate
 - Two Rivers Para Rowing Club
- Partnered with 26 sport and recreation organizations to plan and deliver inclusive programs throughout the province such as:
- Delivered 21 presentations/information booths.
- Conducted 7 Accessibility Reviews for recreation facilities.
- Highlight: 70 different schools have accessed the Equipment Loan Service.



Active Boy's Multi Sport Festival – Woodstock, NB

City of Saint John Winter Fun Day

Curl Moncton's Have-a-Go day

Hockey NB's Learn to Play Para Ice Hockey Event

Town of Riverview Winter Carnival

Winter WellIderness Mactaquac

Information Services:



Ability NB responded to 938 information and presentation requests from the general public through our Information Services (telephone, e-mail, social media mail) with a total of 1,208.5 hours.

The Vehicle Retrofit Program:



In 2019 – 2020, the Vehicle Retrofit Program approved a total of 56 applications (53 individuals, 3 organizations) and committed a total \$274,143.34 in grant funding.



ENSURING ORGANIZATIONAL EFFECTIVENESS AND SUSTAINABILITY



VOLUNTEERS

Volunteers are the cornerstone of our efforts. In 2019-2020, volunteers contributed 422.5 hours in the following areas: Board of Directors, special events and projects, with the Para NB – Sport & Recreation program and in office support.

HIGHLIGHTS FROM OUR ANNUAL QUALITY ASSURANCE SURVEY:



Ability NB secured the following new funding partnerships with foundations:

- **Bourassa Savaria Foundation;**
\$2,500 for Ability NB's services.
- **Crabtree Foundation;**
\$50,000 for Para NB & NB Vehicle Retrofit.
- **Fredericton Community Foundation;**
\$5,000 for Transition NB.
- **Fredericton Community Foundation;**
\$4,988.82 for Equipment Loan Service.
- **Greater Saint John Community Foundation;**
\$10,000 for Para NB.
- **Lockhart Foundation;**
\$5,000 for Ability NB's services.
- **MacMurray Foundation;**
\$5,000 for Para NB.
- **McCain Foundation;**
\$5,000 for Para NB.
- **New Brunswick Children's Foundation;**
\$7,500 for Para NB.
- **The Windsor Foundation;**
\$30,000 for Rehabilitation Counselling.



of service participants rated the services that they received from Ability NB as either good or excellent.



of our counsellors/transition planners were seen as dependable.



of our counsellors/transition planners were providers of accurate information.



of our counsellors/transition planners were prompt in service.



of our counsellors/transition planners were in possession of a helpful attitude.



of our counsellors/transition planners were praised for understanding their client's needs.



hours of staff professional development were logged.



Ability NB hosted its 2nd annual Wheelchair Challenge

in Saint John 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, Saint Johners and some great community partners and sponsors.

- \$16,395 Dollars Raised
- 100 Attendees
- 85 New Community Connections
- 40 Racers
- 2 Sponsors
- 2 Dignitaries

INFLUENCING PUBLIC POLICY

PUBLIC POLICY AND COMMUNITY DEVELOPMENT

In 2019 - 2020, 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:

- In partnership with the New Brunswick Disability Executives' Network (NBDEN):
 - Developed a joint submission to the Economic & Social Inclusion Corporation with recommendations for the new poverty plan.
 - Developed and was awarded a collaborative funding proposal 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.
 - Developed and presented an Employment Assistance Services provincial framework to the Department of Post-Secondary Education, Training and Labour.
 - Met with the Minister of Transportation & Infrastructure and the Minister of Social Development to discuss our transportation brief and recommendations to improve transportation for persons with a disability.
- Met with the Deputy Minister and Assistant Deputy Minister of Social Development to discuss social assistance reform, the housing plan and the Disability Support Program.
- Met with the Minister of Education & Early Childhood Development re: the inclusive education policy review.
- Met with the Director of the Sport & Recreation Branch to discuss the current branch strategic plan and strategies to better engage disability organizations and persons with a disability.
- Met with various Members of the Legislature (MLA) to discuss policy and funding priorities:
- Delivered a presentation to the NB Liberal Caucus on Ability NB policy and service priorities.
- Met with members of the Progressive Conservative Moncton caucus to discuss policy and funding priorities.
- Met with a representative from the People's Alliance to discuss our organization and our priorities.
- Developed a submission for the Premier's Council on Disabilities new Disability Action Plan.
- Participated in the Department of Social Development, provincial stakeholder panel, to provide input into the final draft of the provincial housing plan.
- Participated in a roundtable on improving public health outcomes in rural communities with a pan Canadian group of individuals involved in public and environmental health throughout Canada.
- Participated in the provincial Healthy Aging roundtable meeting.
- Met with new Assistant Deputy Minister at Social Development to discuss public policy priorities including housing plan and social assistance reform.

INFLUENCING PUBLIC POLICY

PUBLIC POLICY AND COMMUNITY DEVELOPMENT

- Developed a response to the Department of Education & Early Childhood Green Paper and submitted to the Minister, Deputy Ministers and opposition parties.
- Presented our Disability Lens Analysis tool to various government departments. Feedback was very positive.
- Met with Manager of the NB Housing Central Office to discuss housing plan and next steps.
- Submitted feedback in the children's services draft regulation.
- Participated in the Fundy Regional Service Commission symposium on active transportation.
- Developed and submitted a formal submission in response to the discussion paper: Enhancing Child Placement Resources in New Brunswick.
- Met with Deputy Minister of Education & Early Childhood Education, Anglophone sector, to discuss the inclusive education policy positive impacts and areas for improvement.
- Participated in a pre-budget consultation with the Minister of Finance.
- Submitted a letter with recommendations to the pre-budget consultation process.

INFLUENCING PUBLIC POLICY

COMMITTEES AND WORKING GROUPS

- Ability NB Workplace Wellness
- Community Action Group on Homelessness Committee
- Economic impact analysis of disability and employment project team
- Fredericton Bike Week Planning Committee
- Fundy Para Ice Hockey Committee
- Horizon NB Seniors Education Task Force
- Kent County's Community Inclusion Network
- New Brunswick Disability Executives' Network
- Northumberland County Vulnerable Patients Initiative
- Parks & Trails Day Planning Committee
- Physical Activity Networking Group
- Respect Canada Committee
- Spinal Cord Injury Canada Executive Director's Network
- Spinal Cord Injury Network of the Atlantic Provinces (SCINAPS)
- Stan Cassidy Centre for Rehabilitation Research Team
- Suicide Prevention Committee
- Systems Navigator Advisory Committee for Sexual Violence New Brunswick
- Transition planning for youth with a disability leadership team
- Université de Moncton Accessibility Committee
- University of New Brunswick Accessibility Committee
- Winter WellIderness Planning Committee
- Moncton Accessibility Committee
- Disability Awareness Week Planning Committee
- Habitat for Humanity Moncton's Family Partnership Committee
- Greater Moncton Homelessness Steering Committee
- Link Program/la maillon Planning Committee
- Westmorland Suicide Prevention Committee



STRENGTHENING VISIBILITY AND BUILDING AWARENESS

IN 2019 – 2020, WE:

- Delivered a successful fundraising and awareness event – the 2019 Saint John Wheelchair Challenge.
- Participated in 26 media interviews on topics such as accessible transportation and parking, accessible housing, parallel sport and recreation, and our fundraising event.
- Received an average of 4,405 page views per month and an average of 1,471 users on our website www.ABILITYNB.ca.
- Received an average of 1,156 page views per month and an average of 427 users on our website www.PARANB.ca.
- Through social media we engaged:
 - 3,483 followers on the Ability NB Twitter
 - 3,637 “likes” and 3,803 followers on the Ability NB Facebook page
 - 279 followers on the Ability NB Instagram
 - 12,550 views on our Ability NB YouTube channel
 - 702 “likes” and 726 followers on Transition NB Facebook page
 - 263 followers on the Transition NB Instagram
 - 1,357 followers on the Para NB Twitter
 - 3,282 “likes” and 3,374 followers on the Para NB Facebook page
 - 234 followers on Para NB’s Instagram
 - 52,027 views on the Para NB YouTube channel



RECOGNITION AWARDS

CARING CORPORATE PARTNER – RBC

CARING COMMUNITY PARTNER

Naomi Justason

AMBASSADOR OF THE YEAR AWARD

Kaitlyn Layden

AMBASSADOR OF THE YEAR AWARD

Claire McCloskey

VOLUNTEER OF EXCELLENCE

Avery White

VOLUNTEER OF EXCELLENCE

Karolina Gehres

PARA SPORT & RECREATION AWARD

Shane Dunnett

MEDIA COMMITMENT TO COMMUNITY AWARD

Carla MacInnis Rockwell

STAFF EXCELLENCE IN LEADERSHIP AWARD

Monica Ouellette



FINANCIALS

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

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31, 2020

	<u>2020</u>	<u>2019</u>
Revenue:		
Government grants:		
Federal	\$ 9,675	\$ 3,514
Provincial	1,204,505	1,105,168
Municipal	-	304
Foundation and other grants	59,390	45,627
United Way	73,968	79,152
Fund development (note 9)	71,754	33,803
Miscellaneous cost recoveries	22,015	16,428
Amortization of contributions deferred for capital assets (note 5)	<u>67,275</u>	<u>74,681</u>
	<u>1,508,582</u>	<u>1,358,677</u>
Expenses:		
Advertising and promotion	7,189	6,941
Amortization	72,387	77,541
Bank charges	1,275	1,796
Equipment lease	2,497	2,587
Equipment repairs and maintenance	1,433	2,895
Fund development	11,755	18,021
Insurance	6,998	6,384
Materials	323,773	319,016
Miscellaneous	500	-
Office	6,900	3,380
Professional development	13,574	3,367
Professional fees	127,313	44,331
Rent and utilities	59,360	56,985
Travel and meetings	102,308	98,201
Wages and benefits	<u>753,213</u>	<u>708,177</u>
	<u>1,490,475</u>	<u>1,349,622</u>
Excess revenue	<u>\$ 18,107</u>	<u>\$ 9,055</u>

Note: This statement is an excerpt from the full set of financial statements on which an audit report has been issued and dated September 24, 2020 by Shannon & Buffett, LLP Chartered Accountants.

THANK YOU TO OUR MAJOR FINANCIAL SUPPORTERS IN 2019 – 2020

- 100 Women Who Care River Valley
- Acott Construction Ltd.
- Alcool NB Liquor
- Armour Transportation
- Ayr Motor Express Inc.
- Bourassa Savaria Foundation
- Brunnet Inc.
- C6 Medical
- Campbell's Towing & Auto Sales
- CDS Financial Group
- Charmac Construction
- Colum Consultants Inc.
- Connell Chrysler
- Corey Ford Ltd.
- Crabtree Foundation
- Dairy Queen Moncton
- DBA Wonder Auto
- DC Electrical
- Dunphy Financial
- Eagle Telecom Ltd.
- Eastern Construction Ltd.
- E & E Powerline Ltd.
- Epsilon Y's Mens Club
- F6 Networks Inc.
- Fredericton Community Foundation
- Government of Canada
- Graybar Canada Ltd.
- Greater Saint John Community Foundation
- Hartland Agromat



THANK YOU TO OUR MAJOR FINANCIAL SUPPORTERS IN 2019 – 2020

- Harvey Station Lions Club
- Indigo Books
- JW Bird & Sons
- Kisco Auto Inc.
- K-Line Construction
- Knights of Columbus Moncton Council 1310
- Lockhart Foundation
- MacMurray Foundation
- Malley Industries Ltd.
- McCain Foundation
- Mira Construction
- Moosehead Breweries Ltd.
- New Brunswick Children's Foundation
- 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
- PD Foster Insurance
- Phoenix Petroleum Ltd.
- REC Auto Inc.
- Regional Development Corporation
- Richwil Truck Centre Ltd.
- Royal Canadian Legion Norton Branch
- Sarchfield Electric Ltd.
- Savage Bicycle Centre
- Savoy & Associates
- Sure Grip/Howell Ventures
- Tango Medical
- TD Fredericton Branches
- The Windsor Foundation
- United Way Central New Brunswick
- United Way Greater Moncton & Southeastern New Brunswick
- Village of New Maryland
- Village of Petitcodiac
- WHSCC



Thank you

TO OUR MAJOR IN-KIND SUPPORTERS

IN 2019 – 2020



**GoodLife
Fitness**



**Hoyt's
Moving and
Storage**



**Maritime
Paramedic
Services**





ABILITY
NEW BRUNSWICK
Empowering mobility and independence