



2020-2021 ANNUAL REPORT



ABILITY
NEW BRUNSWICK
Empowering mobility and independence



PRESIDENT'S REPORT

April 2020 - March 2021

What can be said about the past year? Throughout the last year we've seen a world that at times seems full of chaos and confusion, losses and victories. We've seen governments struggle with the pandemic, and for the most part in New Brunswick I think it has been handled fairly well. Through it all Ability New Brunswick has kept the hammer down and rolling ever forward.

Hats off to all of our management and staff who have kept our programs running throughout the pandemic with hardly a perceptible ripple in the services we offer. As always I am proud to be part of an organization who continues to fight for our service participants, finding solutions through both innovative ideas and tried and tested methodologies.

Keep up the great work team

Sincerely,

A handwritten signature in blue ink, appearing to read 'G. Woodworth'.

George Woodworth
President

BOARD MEMBERS

PRESIDENT

George Woodworth

PAST PRESIDENT

Karolina Gehres

VICE-PRESIDENT

Shawn Léger

TREASURER

Stephen Banks

SECRETARY

Bill Leonard

MEMBER-AT-LARGE

Courtney Keenan

DIRECTORS

Carl Constantine

Danielle Harding

Ron Harris

Gillian Hoyt-Hallett

Roger Lewis

Sara McElman

Matt Steen

Wilf Torunski





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.

Olivia's Story

Olivia is a young girl who attends École Père-Edgar-T.-Leblanc. She lives with a genetic disorder that affects her strength, coordination and balance. As a result, she had never been able experience the simple joy of riding a bike. When her physiotherapist, Josée, reached out to Para NB, she was able to borrow an adapted tricycle from their Equipment Loan Service. Josée says, "Olivia progressed very quickly and is now able to ride a regular bicycle with training wheels and keeps progressing! Olivia loves biking and she is thrilled that she is now able to participate with her classmates and the other kids at daycare when they go biking. This would not have been possible without the loan program".





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, Navigator



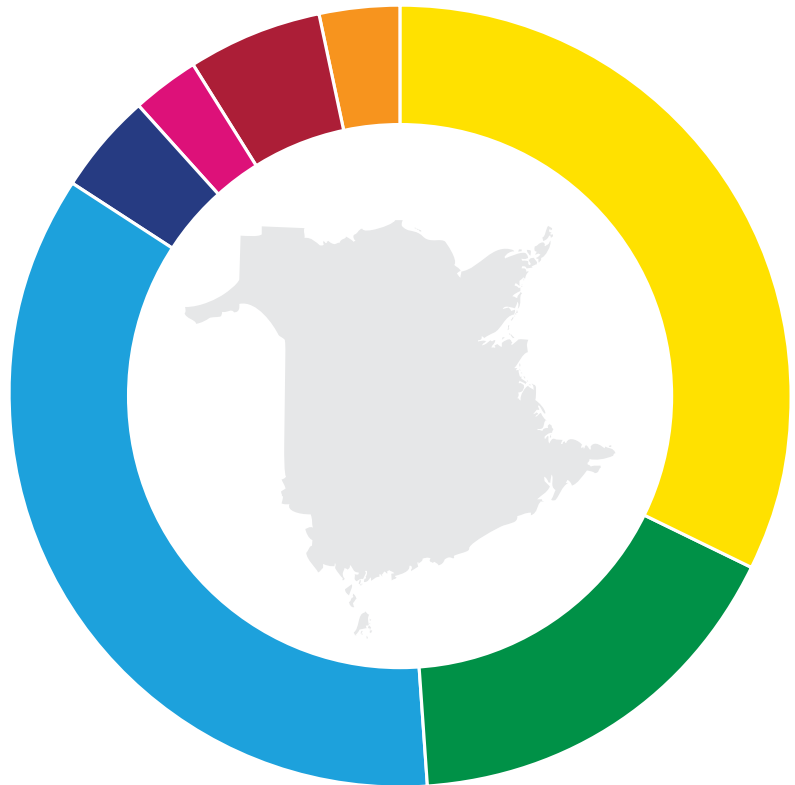
EXPANDING SERVICE DELIVERY REHABILITATION COUNSELLING

IN 2020 – 2021, WE:








 **Provided rehabilitation counselling services to 409 persons** with a mobility disability in NB.

 **Received 178 new referrals** to our rehabilitation counselling services.

 **Facilitated the achievement of 1,879 service participant goals.**
The most common goals were income supports; equipment, technology and supplies; health and wellness; home supports and other supports for independence; and housing.



SERVICE PARTICIPANTS RESIDED IN THE FOLLOWING REGIONS:

	Region 1 (Westmorland, Albert & Ken Counties)	120
	Region 2 (Sussex to St. Stephen including Saint John area)	79
	Region 3 (Fredericton/Woodstock/Minto/Chipman/Boiestown)	150
	Region 4 (Edmundston area)	15
	Region 5 (Campbellton area)	9
	Region 6 (Bathurst/Peninsula area)	17
	Region 7 (Miramichi area)	19

EXPANDING SERVICE DELIVERY REHABILITATION COUNSELLING

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

350 service participants identified their primary language as English

53 service participants identified their primary language as French

6 service participants identified their primary language as other (e.g., Arabic, Persian, Urdu)



188

identified as male



221

identified as female



Facilitated

5

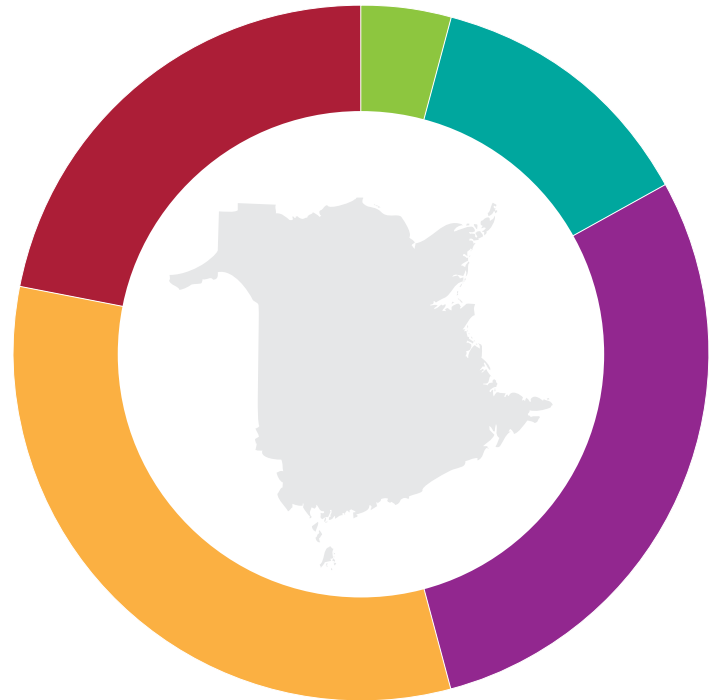
education placements



Facilitated

5

employment placements



SERVICE PARTICIPANTS WERE REPRESENTED IN THE FOLLOWING AGE BRACKETS:

Birth to 16	20	55 to 64	121
31 to 40	47	65+	106
41 to 54	115		



TRANSITION NB

IN 2020 – 2021, TRANSITION NB:



TRANSITION NB

IN 2020 – 2021, TRANSITION NB:



Facilitated the achievement of 1,190 service participant goals.

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

106

service participants identified their primary language as English

29

service participants identified their primary language as French

5

service participants identified their primary language as other (e.g., Arabic, Persian, Urdu)



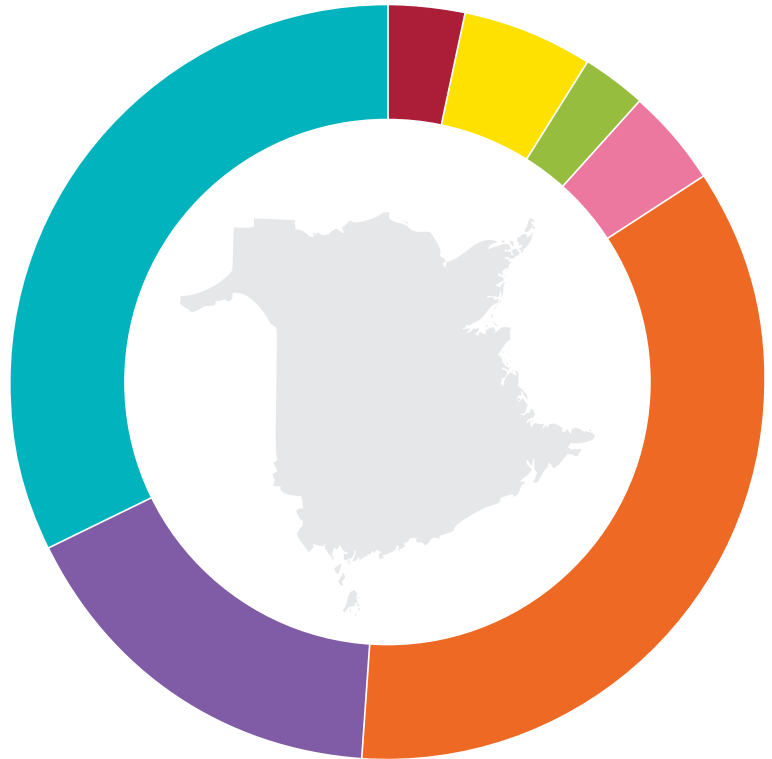
80

identified as male



60

identified as female



TOTAL NUMBER OF SERVICE PARTICIPANTS BY REGION:

■ Region 1 (Westmorland, Albert & Kent Counties)	47
■ Region 2 (Sussex to St. Stephen including Saint John and the Fundy Isles)	29
■ Region 3 (Fredericton/Woodstock/Minto/Chipman/Boiestown)	42
■ Region 4 (Edmundston area)	3
■ Region 5 (Campbellton area)	7
■ Region 6 (Bathurst/Peninsula area)	9
■ Region 7 (Miramichi area)	3



PARA NEW BRUNSWICK SPORT AND RECREATION

IN 2020 – 2021, PARA NB – SPORT AND RECREATION:

- Delivered the adapted sport and recreation Equipment Loan Service which has a total 536 pieces of adapted equipment work approximately \$800,000.
- Helped get 3,800 persons with a disability get active.
- Helped 90,000 persons without a disability get active.
- Processed 967 loans requests from individuals, sports groups, schools and communities.
- Has 367 participants with a physical disability, 27 coaches, 6 officials, 220 volunteers, 93 physical education specialists, 62 occupational or physiotherapists registered with our research and interests database.
- Collaborated on 17 para sport and recreation initiatives such as:
 - Jerry Zhang Badminton Club
 - Moncton Minor Hockey's Para Ice Hockey Program
 - Town of Riverview's Winter Carnival
- Partnered with 17 sport and recreation organizations to plan and deliver inclusive programs throughout the province such as:
 - Capital Region Sledge Hockey
 - Hampton Minor Hockey
 - Tennis NB
- Delivered 8 presentations/information booths/media requests
- Conducted 5 accessibility reviews for recreation facilities.
- Highlight: 42 different schools accessed the Equipment Loan Service.



Information Services:

Ability NB responded to 925 information and presentation requests from the general public through our information services (telephone, e-mail, social media mail) with a total of 1,147.50 hours of service.



The Vehicle Retrofit Program:

In 2020-2021, the Vehicle Retrofit Program approved a total of 58 applications (52 individuals, 2 organizations) and committed a total of \$273,527.84 in grant funding.



ENSURING ORGANIZATIONAL EFFECTIVENESS AND SUSTAINABILITY



VOLUNTEERS

Volunteers are the cornerstone of our efforts. In 2020-2021 volunteers contributed 203.25 hours in the following areas: Board of Directors, with the Para NB – Sport & Recreation program and in office support.

HIGHLIGHTS FROM OUR ANNUAL QUALITY ASSURANCE SURVEY:



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.



of staff professional development were logged. (not part of the quality assurance survey)



Ability NB secured the following new funding partnerships with foundations:

- **Carleton North Community Foundation**
\$13,000 Covid-19 relief funding & Ability NB services.
- **Fondation Communautaire de la Péninsula acadienne**
\$34,300 Covid-19 relief funding & Ability NB services.
- **Fredericton Community Foundation;**
\$47,700 Covid-19 relief funding & Ability NB services.
- **Leanne Children's Foundation**
\$5,000 for the Para NB program.
- **Lockhart Foundation**
\$5,000 for Ability NB services.
- **RBC Foundation**
\$25,000 for the Transition NB program.
- **Saint John Community Foundation**
\$22,500 Covid-19 relief funding & Ability NB services



INFLUENCING PUBLIC POLICY

PUBLIC POLICY AND COMMUNITY DEVELOPMENT

In 2020-2021, 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:

- Met with 3 Members of the Legislature to discuss COVID-19 impact on persons with a mobility disability and disability policy priorities;
- Executive Director was appointed as Chairperson of the Accessibility Standards Canada Technical Committee on Outdoor Spaces;
- Submitted platform recommendations to all NB political parties;
- Provided input into City of Fredericton Accessible Transit policies;
- Submitted a letter to the Ministers of Social Development & Post-Secondary Education, Training & Labour re: essential worker top up for private workers. This benefit was added;
- Provided input into the updated Accessibility regulation for NB;
- Developed and presented a brief on transition planning for youth with a disability with the Transition Planning Leadership Team;
- Provided feedback in to the Department of Health COVID-19 ethics framework;
- Submitted a brief to the Department of Social Development on the Disability Support Program review;
- Submitted a letter to Elections NB with recommendations for accessibility improvements;
- Developed, in partnership with 24 non-profit organizations, a brief to the Premier's Office, Executive Council Office and the Regional Development Corporation re: recommendations for pandemic planning from the non-profit sector;
- Issued a letter with copies of the *An Untapped Labour Market Pool: Economic Impact Assessment of Disability and Employment* report to the Premier, Minister of Social Development and over 50 other policy makers. Published the project infographics (see page.19 for the full infographic).
- Prepared eight briefs for the following Ministers:
 - Education & Early Childhood Development
 - Social Development
 - Health
 - Tourism, Heritage & Culture
 - Public Safety
 - Post-Secondary Education, Training & Labour
 - Transportation & Infrastructure
 - Premier
- Met with the Population Growth Secretariat to discuss trends with newcomers with a mobility disability;
- Met with the Minister of Tourism, Heritage & Culture, to discuss our Para NB program.
- Met with the Minister of Post-Secondary Education, Training & Labour and the Minister of Economic Development & Small Business to discuss education and employment priorities for persons with a mobility disability;
- Participated in the Pre-Budget consultation with the Minister of Finance & Treasury Board;
- Submitted a budget consultation brief to the Minister of Finance & Treasury Board;
- Met with Elections NB to discuss accessibility plan for municipal elections;

INFLUENCING PUBLIC POLICY

PUBLIC POLICY AND COMMUNITY DEVELOPMENT

- Participated in a Health Plan engagement session with the Minister of Health;
- Made a submission to the NB Health Review;
- Participated in a National Conversation on Disability & Poverty hosted by the National Advisory Council on Poverty;
- Met with the consultant responsible for the Inclusion Policy review with the Department of Education & Early Childhood Development to provide input in the review;
- Made a submission to the Government of NB Rental Housing Review;
- Participated in a Department of Health meeting re: vaccinations for persons restricted to their homes;
- Participated in a consultation on the design of the Fundy Quay project for Saint John;
- Met with officials at Justice & Public Safety to discuss amendment of the cap on fines for accessible parking misuse;
- Participated in the NB HealthAdapt project to provide input on the impact of climate change, specifically extreme weather events, on persons with a disability;
- Met with Executive Council Office to discuss the engagement plan for the Accessible NB Act;
- Developed and submitted a brief to Social Development, Long-term care services, to request addition of technical aids to the list of benefits available for seniors.
- In partnership with the New Brunswick Disability Executives' Network (NBDEN):

Submitted a proposed framework for the upcoming inclusive education policy review;

Submitted a briefing note to the Deputy Minister of Post-Secondary Education, Training and Labour on disability and employment related priorities for the Department to consider this year;

Met with the Department of Education & Early Childhood Development to discuss return to school plan for September and difficulties and solutions for students with a disability;

Submitted a brief to the Department of Social Development on recommendations for pandemic planning;

Submitted a brief to the Department of Health on recommendations for pandemic planning;

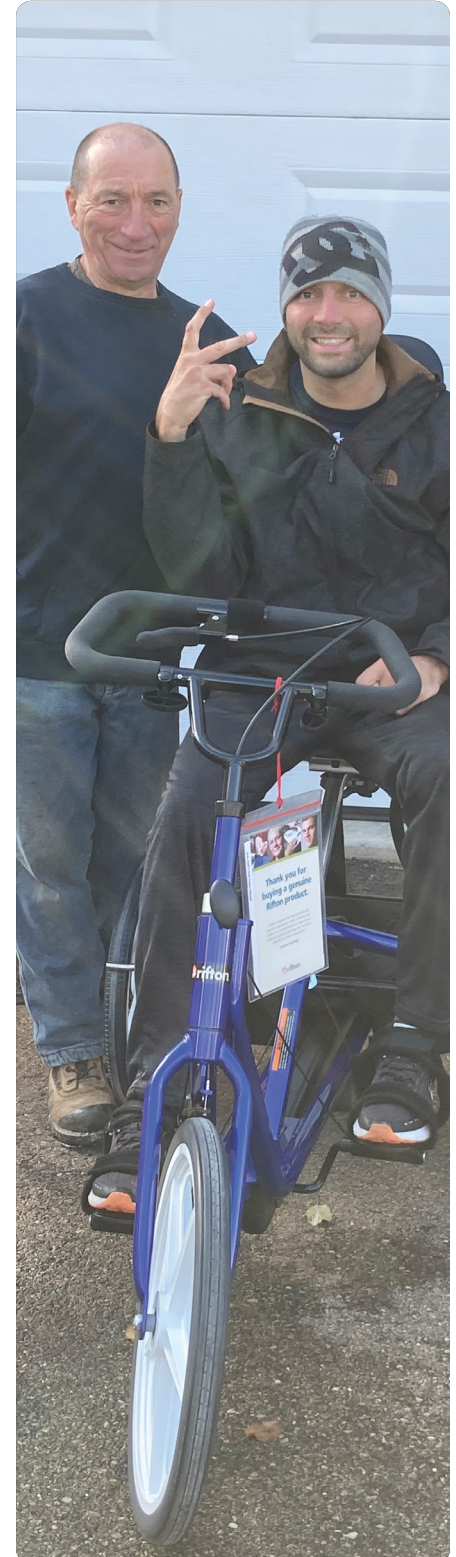
Met with the Premier's Council on Disabilities to Disability the Disability Action Plan;

Met with the Premier's Council on Disabilities to discuss our disability lens analysis tool;

Met with the Minister of Social Development to discuss disability policy priorities;

Met with Social Development Chief Experience Officer to discuss priority work plan items for Social Development consultation this year;

Met with EEC staff to discuss challenges for students with a disability during the pandemic.



STRENGTHENING VISIBILITY AND BUILDING AWARENESS

IN 2020 – 2021, WE:

- Participated in 45 media interviews on topics such as accessible transportation and parking, accessible housing, and parallel sport and recreation
- Received an average of 5,184 page views per month and an average of 1,725 users on our website www.ABILITYNB.ca
- Received an average of 1251 pageviews per month and an average of 375 users on our website www.PARANB.ca
- Through social media we engage:
 - 3,576 followers on the Ability NB Twitter
 - 3,875 “likes” and 4,212 “followers” on the Ability NB Facebook page
 - 559 followers on the Ability NB Instagram
 - 13,005 views on our Ability NB YouTube channel
 - 840 “likes” and 877 “followers” on Transition NB Facebook page
 - 528 followers on the Transition NB Instagram
 - 1,367 followers on the Para NB Twitter
 - 4056 “likes” and 4,150 followers on Para NB Facebook page
 - 352 followers on Para NB’s Instagram
 - 54,513 views on the Para NB YouTube channel



RECOGNITION AWARDS

CARING CORPORATE PARTNER

*New Brunswick Union
& National Union of Public
and General Employees*

CARING COMMUNITY PARTNER

Marla Calder

AMBASSADOR OF THE YEAR AWARD

Erica Richard

VOLUNTEER AWARD OF EXCELLENCE

Shirley Barnes

ACTIVE SCHOOLS LEADERSHIP AWARD

Anik Gautreau

WILF TORUNSKI GOOD SAMARITAN AWARD

SORTI Inc.

PARA SPORT & RECREATION AWARD

Ash Arrowsmith

MEDIA COMMITMENT TO COMMUNITY AWARD

Accessible Media Inc

STAFF EXCELLENCE IN LEADERSHIP AWARD

Rebecca Graham



FINANCIALS

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

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31, 2021

	<u>2021</u>	<u>2020</u>
Revenue:		
Government grants:		
Federal	\$ 11,843	\$ 9,675
Provincial	1,275,702	1,204,505
Foundation and other grants	193,007	59,390
United Way	78,030	73,968
United Way special projects funding	211,000	-
Fund development (note 9)	51,921	71,754
Miscellaneous cost recoveries	19,064	22,015
Amortization of contributions deferred for capital assets (note 5)	<u>58,735</u>	<u>67,275</u>
	<u>1,899,302</u>	<u>1,508,582</u>
Expenses:		
Advertising and promotion	6,258	7,189
Amortization	70,072	72,387
Bank charges	1,445	1,275
Equipment lease	1,911	2,497
Equipment repairs and maintenance	2,040	1,433
Fund development	8,298	11,755
Insurance	7,561	6,998
Materials and direct client support	595,833	323,773
Miscellaneous	-	500
Office	6,367	6,900
Professional development	18,360	13,574
Professional fees	161,693	127,313
Rent and utilities	59,493	59,360
Travel and meetings	53,962	102,308
Wages and benefits	<u>869,705</u>	<u>753,213</u>
	<u>1,862,998</u>	<u>1,490,475</u>
Excess revenue	<u>\$ 36,304</u>	<u>\$ 18,107</u>

Note: This statement is an excerpt from the full set of financial statements in which an audit report has been issued and dated September 27, 2021 by Shannon Buffett, LLP Chartered Professional Accountants.

THANK YOU TO OUR MAJOR FINANCIAL SUPPORTERS IN 2020 – 2021

- Alcool NB Liquor
- Auction Hut Fredericton
- Carleton North Community Foundation
- CUPE Local 1418 Region 2
- Employment & Social Development Canada – Covid-19 Emergency Community Support Fund
- Employment & Social Development Canada – New Horizons for Seniors Program
- La Fondation communautaire de la Péninsule acadienne
- Fredericton Community Foundation
- Fredericton Direct Charge Co-op Community Fund
- Fredericton High School
- Future Ready NB
- Government of Canada
- Harding Medical
- Irving Transportation Services
- Leanne Children's Foundation
- Lockhart Foundation
- Nashwaaksis Valley School
- National Union of Public and General Employees
- NB Department of Education & Early Childhood Development
- NB Department of Health



THANK YOU TO OUR MAJOR FINANCIAL SUPPORTERS IN 2020 – 2021

- NB Department of Post-Secondary Education, Training & Labour
- NB Department of Social Development
- NB Department of Tourism, Heritage & Culture
- NB Department of Transportation & Infrastructure
- NB Extra Mural Program Fredericton
- NB Union
- RBC Foundation
- Regional Development Corporation
- Saint John Community Foundation
- Saint John Energy
- TD Bank
- Town of Riverview
- UPS
- United Way Central New Brunswick
- United Way Greater Moncton & Southeastern New Brunswick



Thank you

TO OUR MAJOR IN-KIND SUPPORTERS

————— IN 2020 – 2021 —————

Hoyt's Moving and Storage

————— AND —————

Many individual donors who donated equipment and other supplies for our service participants



AN UNTAPPED LABOUR MARKET POOL

Economic Impact Assessment of Disability and Employment



Did You Know...

Persons with a disability represent a significant part of the (currently untapped) labour supply pool.



Across Canada, social assistance disability funds are growing faster than those of any other program, suggesting a 'welfarization of disability'.



There is growing interest to transition disability support programs from a framework of income-support to one of employment-support.



Key Findings

Enhanced labour force participation by persons with a disability in New Brunswick could result in up to:



29,705

Full-time equivalent positions



\$1.38 billion

in total annual labour income



\$1.97 billion

in total annual GDP



\$220 million

in annual provincial tax revenue



Data from New Brunswick suggests that, with proper accommodations, supports, and time, persons with a disability could demonstrate labour market dynamics similar to those demonstrated by persons without disabilities.

This would equate to bringing
21,318 persons with a disability
into the active labour force.



The incremental development of an employment-support framework in New Brunswick would result in **immediate economic benefits** every step of the way following a four-stage process through:



Program Modifications



New Program Development



Shifting Ideologies



Concerted Community Development



ABILITY
NEW BRUNSWICK
Empowering mobility and independence