



# 2022-2023 ANNUAL REPORT



**ABILITY**  
NEW BRUNSWICK  
Empowering mobility and independence

## BOARD MEMBERS

### PRESIDENT

Stephen Banks

### PAST PRESIDENT

George Woodworth

### VICE PRESIDENT

Gillian Hoyt Hallett

### TREASURER

Courtney Keenan

### SECRETARY

Bill Leonard

### MEMBER-AT-LARGE

Ron Harris

### DIRECTORS

Carl Constantine

Danielle Harding

Dr. Mario Levesque

Matt Steen

Wilf Torunski



## PRESIDENT'S REPORT

Our vision for a fully accessible New Brunswick continues with passion and determination.

I am proud to be the President of such a high performing organization. We continue to build our visibility as a highly accountable organization that goes above and beyond to help people with a mobility disability. Daily, our team helps to break down roadblocks in areas such as mental health, home support, housing, transportation, income supports and recreation.

The Board and employee teams worked together this year to develop our new five-year strategic plan for 2023-2028 where we will focus on the following strategic commitments:

- Improve our organizational resilience.
- Increase knowledge and awareness of programs and services.
- Expand our fundraising base and secure sustainable funding.
- Be a leader in influencing public policy for people living with a mobility disability.
- Strengthen service delivery for New Brunswickers.

Our two new formal programs, the Accessible NB and Peer Mentorship Program, are fully in operation and making change for individuals, families and communities.

We have a key role in advising government on the development of New Brunswick's first accessibility legislation and we are hopeful that draft legislation will be released in the Fall of 2023. Influencing public policy continues to be a significant priority as we work collectively to improve the health and quality of life of persons with a mobility disability in New Brunswick.

I would sincerely like to thank all of the Ability NB Board, volunteers and employees for all of their hard work and diligence this past year.

A handwritten signature in black ink, appearing to read 'Stephen Banks', written in a cursive style.

**Stephen Banks**  
President





## *Devin's story*

### NEWFOUND FREEDOM AND FUN

For Moncton youngster Devin Bent, a wheelchair ramp has opened up a whole new world of possibility.

It used to be that he was dependent on his mother, Shelley Totten, to get in and out of the house – a tedious and laborious routine up the five steps.

Too big now to lift, Shelley would instead help Devin lift each leg up a step at a time, and he would crawl across the threshold into the house.

They did that together for almost a year, in all sorts of weather.

Complicating matters was how exhausting and difficult it was for Shelley, with her bad knees and chronic obstructive pulmonary disease. That and her fiancé works six days a week and so has not often been available to help.

But now, thanks to the work and advocacy of Ability New Brunswick, the boy with cerebral palsy can wheel himself in and out of the house when he pleases.

"Since we have had the ramp and since Ability New Brunswick got involved it has been an amazing time for him," Shelley says.

After hearing from Shelley, Ability New Brunswick first tried to secure financial support for the family to allow them to install a ramp. But the family income was just above the threshold for aid.

The family contemplated a private fundraiser to try to come up with the thousands of dollars they would need when Ability NB found someone in Bouctouche, N.B. who was selling a used ramp.

Erin LeBlanc, a transition planner with Ability New Brunswick, even went to see the ramp and shared the Totten's story with the man selling it. He was so moved, he donated the ramp.

Erin didn't stop there. She enlisted her father and husband, and all three of them joined the Totten's neighbours to install the ramp over two weekends earlier this year.

The newfound freedom has allowed him to meet other kids in the neighbourhood, and to get out for more activities with his family.

"We've been able to get out every day, out for hours on end, to get out to do some fun things. We've been able to get to a neighbour's pool and swim," Shelley says. "It's just been a life-changer."



## 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**

**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.





## 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 Mentorship
- Public policy and community development
- NB Vehicle Retrofit Program
- Community awareness and navigation
- Accessible NB



## OUR STAFF

### Haley Flaro

Executive Director

### Melissa Giles

Director of Development

### Carolyn Trecartin

Director of Services

### Cindy Comuzzi

Office Manager

### Janet Fanjoy

Administrative Assistant

### Josée Belliveau

Seniors Navigator

### Justine Keenan

Seniors Navigator

### Jodi Prall

Seniors Navigator

### Hali Estey

Rehabilitation Counsellor

### Abigail Wright

Rehabilitation Counsellor

### Victoria Woods

Rehabilitation Counsellor

### Lauren Tozer

Manager, Para NB  
Sport & Recreation

### Ryan Chappelle

Coordinator, Para NB  
Sport & Recreation

### Wendy Scott

Manager, Accessible NB

### Melika Belliveau

Coordinator, Accessible NB

### Dominique Boudreau

Transition Planner

### Allison Brown

Transition Planner

### Renelle LeBlanc

Transition Planner

### Meredith Morrison

Transition Planner

### Denise O'Reilly

Transition Planner

### Sophie Roy

Transition Planner

### Kim Firlotte

Manager, Peer Mentorship

### Janelle Leger


Consultant, Peer Mentorship




# EXPANDING SERVICE DELIVERY

## REHABILITATION COUNSELLING/SENIORS NAVIGATION


In 2022 – 2023, We:



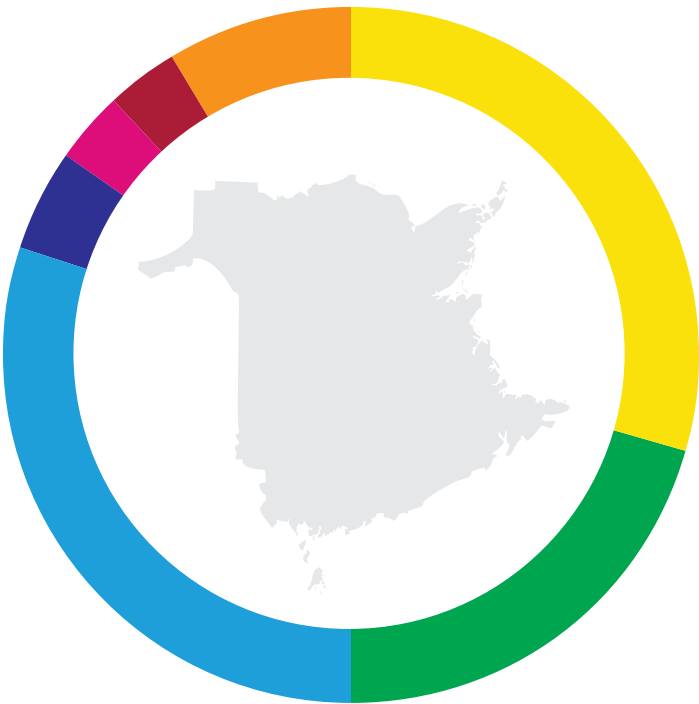
Provided services to **436 persons** with a mobility disability in NB.



Received **163 new referrals**.



Facilitated the achievement of **902 service participant goals**. The most common goals were income support; equipment, technology and supplies; health and wellness; home support and other supports for independence; and housing.



### SERVICE PARTICIPANTS RESIDED IN THE FOLLOWING REGIONS:

■ Region 1 (Westmorland, Albert & Kent Counties)	129
■ Region 2 (Sussex to St. Stephen including St. John and the Fundy Isles)	103
■ Region 3 (Fredericton/Woodstock/ Minto/Chipman/Boiestown)	112
■ Region 4 (Edmundston area)	17
■ Region 5 (Campbellton area)	14
■ Region 6 (Bathurst/Peninsula area)	15
■ Region 7 (Miramichi area)	46

# EXPANDING SERVICE DELIVERY

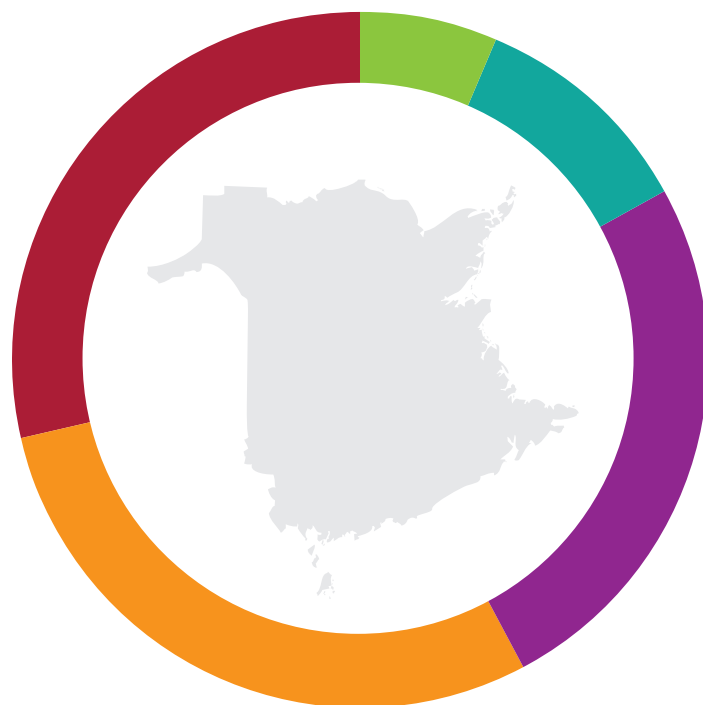
## REHABILITATION COUNSELLING/SENIORS NAVIGATION

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

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

**67** service participants identified their primary language as French

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



**231**  
identified as male

**205**  
identified as female

### SERVICE PARTICIPANTS WERE REPRESENTED IN THE FOLLOWING AGE BRACKETS:

Birth to 15	18
31 to 40	47
41 to 54	120
55 to 64	133
65+	118

**Facilitated**  
**5**  
**education**  
**placements**

**Facilitated**  
**4**  
**employment**  
**placements**

# TRANSITION NB PROGRAM

In 2022 – 2023, Transition NB:



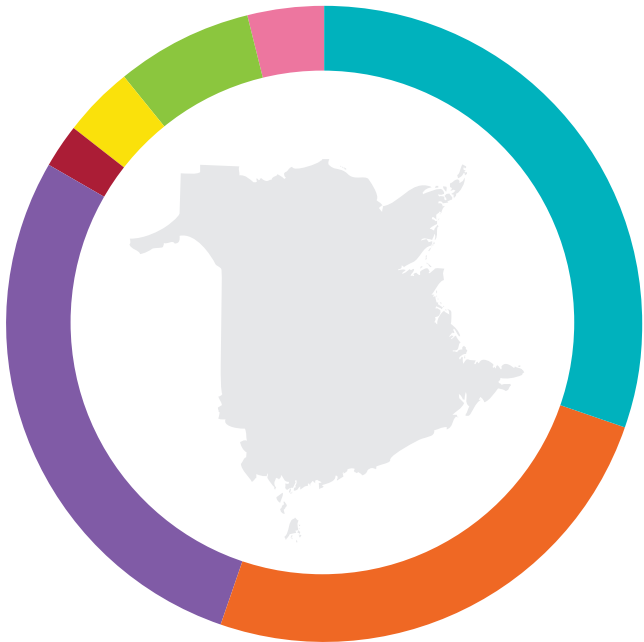
Provided one-on-one planning **support to 147 youth with a mobility disability** throughout NB.



Received **42 new referrals**.



Facilitated the achievement of **572 service participants goals**. The most common goals were employment & volunteerism; income supports; education, skill development and literacy and equipment, technology & supplies.



## TOTAL NUMBER OF SERVICE PARTICIPANTS BY REGION:

Region 1 (Westmorland, Albert & Kent Counties)	42
Region 2 (Sussex to St. Stephen including St. John and the Fundy Isles)	37
Region 3 (Fredericton/Woodstock/ Minto/Chipman/Boiestown)	45
Region 4 (Edmundston area)	2
Region 5 (Campbellton area)	7
Region 6 (Bathurst area)	8
Region 7 (Miramichi area)	6





# TRANSITION NB PROGRAM

In 2022 – 2023, Transition NB:



Facilitated  
**23**  
education  
placements



Facilitated  
**32**  
employment  
placements

**113**

service participants  
identified their primary  
language as English

**27**

service participants  
identified their primary  
language as French

**7**

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



**86**

identified as  
male



**60**

identified as  
female



**1**

identified as  
non-binary



# PARA NEW BRUNSWICK SPORT AND RECREATION PROGRAM

In 2022 – 2023 Para NB – Sport & Recreation:

- Delivered the adapted sport and recreation Equipment Loan Service which has a total of 600 pieces of adapted equipment worth approximately \$856,000.
- Helped 5,869 persons with a disability get active.
- Helped 28,923 persons without a disability get active.
- Processed 1,500 loans requests from individuals, sports groups, schools and communities.
- Has 395 participants with a physical disability, 28 coaches, 6 officials, 227 volunteers, 98 physical education specialists, 63 occupational or physiotherapists registered with our research and interests database.
- Collaborated on 51 Para Sport and Recreation activities and events.
- Partnered with 26 sport and recreation organizations.
- Delivered 12 presentations/information booths.
- Conducted 18 accessibility reviews for recreation facilities.
- Highlight: 81 different schools accessed the Equipment Loan Service.

# PEER MENTORSHIP PROGRAM



Developed role descriptions, agreements, application forms, screening tools, a handbook and training content.



Partnered with NBCC graphic design students to create recruitment flyers, facebook banner, and a stand-up banner.



Created a program brochure.



Recruited, and screened of 16 initial mentors.



10 Mentors completed the first Peer Mentorship training.

## ACCESSIBLE NB



Program development began in June 2022.

- A technical team was formed to provide expertise and advice by reviewing the existing accessibility review tool and updating it to current codes and standards.
- An online data management system was created. Pre and post accessibility review surveys for employers were developed to assess the review experience and impact.
- Branding materials such as a program pamphlet and social media banner were created.
- A promotion plan was developed to promote the program to employers.

## AccessibleNB

- During this period, 17 reviews were conducted and 6 events or presentations were attended.
- Rick Hansen Foundation Accessibility Certification (RHFAC) training began for 16 staff and 2 board members.
- The Accessible NB manager joined the RHFAC Technical Subcommittee for the development of Rating Survey 4.0.





### **INFORMATION SERVICES:**

Ability NB responded to 962 information and presentation requests from the general public through our information services (telephone, e-mail, social media) with a total of 1,803.25 hours.



### **THE VEHICLE RETROFIT PROGRAM:**

In 2022-2023, the Vehicle Retrofit Program approved a total of 46 applicants (46 individuals, 0 organizations) and committed a total of \$189,415.55 in funding.



### **VOLUNTEERS:**

Volunteers are the cornerstone of our efforts. In 2021 – 2022 volunteers contributed 195.25 hours in the following areas: Board of Directors, with the Para NB – Sport & Recreation program and in office support.



**Hours of staff professional development were logged.**





## HIGHLIGHTS FROM OUR 2023 ANNUAL QUALITY ASSURANCE SURVEY:



of service participants rated our services as excellent, good or average.



of service participants felt their counsellor/transition planner/navigator understood their needs and goals.



Our counsellors/transition planners/seniors' navigators were rated as:

**76%** Dependable

**86%** Helpful

**89%** Respectful

**70%** Providers of prompt service

Additionally, **74%** agreed or strongly agreed when asked if "My counsellor, transition planner, seniors' navigator provides me accurate information".





## ABILITY NB SECURED THE FOLLOWING NEW FUNDING PARTNERSHIPS:

### **Lockhart Foundation**

\$5,000 for Solutions Fund.

### **Mazon Canada**

\$3,570 for food security.

### **Medavie Blue Cross**

\$70,000 for the Para NB Sport & Recreation Program.

### **NB Union of Public Employees**

\$12,000 for Ability NB Services.

### **Park Street Home & School Assoc.**

\$3,511 for Ability NB Services.

### **RBC Foundation**

\$35,000 for the Transition NB program.

### **Sir James Dunn Foundation**

\$5,000 for Solutions Fund.

### **Université du Moncton**

\$9,784 for the Para NB Sport & Recreation Program.

### **UPS**

\$11,158 for Ability NB Services.



# INFLUENCING PUBLIC POLICY

## PUBLIC POLICY AND COMMUNITY DEVELOPMENT

In 2022 - 2023, 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 include:

- Participated in a Seniors & Healthy Aging engagement session with Social Development, to help inform the new aging plan for New Brunswick.
- Met with the NB Child & Youth and Seniors Advocate to discuss key trends facing youth and seniors, systems challenges and solutions.
- Met with the Minister of Social Development re: housing, seniors services and service delivery partnerships.
- Met with the Minister of Finance as part of pre-budget consultations with non-profit organizations.
- Met with the new Minister of Housing to discuss affordable, accessible housing.
- Met with Canada's First Chief Accessibility Officer.
- Executive Director was appointed to the NB Seniors' Advocate Long-term Care Review.
- Submitted a brief to NB Seniors' Advocate Long-term Care Review.
- Participated in the provincial Housing Summit hosted by NB Housing corporation.
- Submitted a brief to the NB Housing corporation for the new provincial housing plan.



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

Submitted a letter to Social Development re: lack of wage top ups and incentives for private support workers.

Developed and submitted a letter to the Early Learning engagement with the Department of Education, and Early Childhood Development with recommendations for the early learning action plan.

Presented to the Select Committee on Accessibility re: An Accessible NB Act framework.

Attended the introduction of the legislation to amend the Employment Standards Act to eliminate situations in which people living with a disability receive less than minimum wage for doing work comparable to that completed by others. Ability NB was a key informant for this amendment.

Celebrated the introduction of a new act to replace the Infirm Persons Act. Ability NB was a key informant for this new act.

Completed a draft of the accessibility legislation and presented it to the Executive Council office.

Met with Canada's First Chief Accessibility Officer to discuss the Accessible Canada Act.

## STRENGTHENING VISIBILITY AND BUILDING AWARENESS

In 2022-2023, We:

- Participated in 46 media interviews on topics such as accessible transportation and parking, accessible housing, and parallel sport and recreation.
- Delivered 14 displays/presentations/ in-services.
- Received an average of 2,500 pageviews per month and an average of 853 users on our website [www.ABILITYNB.ca](http://www.ABILITYNB.ca).
- Received an average of 359 pageviews per month and an average of 130 users on our [www.PARANB.ca](http://www.PARANB.ca).
- Through social media we engaged:

3,830 followers on the Ability NB Twitter

4,186 “likes” and 4,727 “followers” on the Ability NB Facebook page

787 followers on the Ability NB Instagram

13,746 views on our Ability NB YouTube channel

887 “likes” and 957 “followers” on Transition NB Facebook page

645 followers on the Transition NB Instagram

1,373 followers on the Para NB Twitter

4,350 “likes” and 4,457 followers on Para NB Facebook page

445 followers on Para NB’s Instagram

60,261 views on the Para NB YouTube channel



# ABILITY NB ANNUAL AWARDS

## VOLUNTEER AWARD OF EXCELLENCE:

St. Thomas University  
Experiential Learning &  
Career Development

---

## CARING CORPORATE PARTNER AWARD:

The Stonehouse Agency

---

## CARING CORPORATE PARTNER AWARD:

Medavie Foundation

---

## PARA SPORT & RECREATION AWARD:

Shawn Lucas

---

## PARA SPORT & RECREATION AWARD:

Fredericton Caps

---

## ACTIVE SCHOOLS LEADERSHIP AWARD:

Jim Watters

---

## GOOD SAMARITAN AWARD:

George Woodworth

---

## GOOD SAMARITAN AWARD:

Ed Zammit

---

## GOOD SAMARITAN AWARD:

Rick Brown

---

## GOOD SAMARITAN AWARD:

Anne Brown

---

## EXCELLENCE IN LEADERSHIP AWARD:

Josée Belliveau

---



**ABILITY NEW BRUNSWICK INC./CAPACITÉ NOUVEAU-BRUNSWICK INC.****STATEMENT OF OPERATIONS****FOR THE YEAR ENDED MARCH 31, 2023**

	<b><u>2023</u></b>	<b><u>2022</u></b>
<b>Revenue:</b>		
Government grants:		
Federal	\$ 176,830	\$ 2,801
Provincial	1,491,567	1,313,074
Municipal	10,000	-
Foundation and other grants	118,784	169,575
United Way	80,947	80,480
Fund development (note 10)	40,184	28,179
Miscellaneous cost recoveries	22,003	6,049
Amortization of contributions deferred for capital assets (note 6)	<u>44,057</u>	<u>48,100</u>
	<u>1,984,372</u>	<u>1,648,258</u>
<b>Expenses:</b>		
Advertising and promotion	14,154	24,762
Amortization	58,202	56,986
Bank charges	2,958	2,289
Equipment lease	1,911	1,911
Equipment repairs and maintenance	1,042	1,528
Fund development	4,179	2,315
Insurance	9,465	10,373
Materials and direct client support	319,320	270,087
Miscellaneous	500	-
Office	4,201	4,003
Professional development	83,920	23,410
Professional fees	284,729	391,253
Rent and utilities	59,591	51,471
Travel and meetings	143,473	68,059
Wages and benefits	<u>990,636</u>	<u>734,176</u>
	<u>1,978,281</u>	<u>1,642,623</u>
<b>Excess revenue</b>	<u>\$ 6,091</u>	<u>\$ 5,635</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 20, 2023 by Shannon Buffett, LLP Chartered Professional Accountants.

# THANK YOU TO OUR MAJOR FINANCIAL SUPPORTERS IN

## 2022 – 2023



100 Men Who Care Moncton

Atlantic Canada Opportunities Fund

Avenue NB

Canada Healthy Communities Initiative

City of Moncton

Dept. of Education and  
Early Childhood Development

Dept. of Health

Dept. of Post-Secondary Education,  
Training & Labour

Dept. of Social Development

DRS Auto Supplies

Extra Mural/Ambulance NB

Lockhart Foundation

Mazon

Medavie Blue Cross

NB Union of Public Employees

Park Street Home & School Association

RBC Foundation

Sir James Dunn Foundation

Spin Co.

Stonehouse Agency

Titan Heating and Cooling

United Way Central New Brunswick

United Way Greater Moncton &  
Southeastern New Brunswick

United Way Saint John,  
Kings & Charlotte County

Université de Moncton

UPS

Wawanesa

Wawos

# *Thank you!*

## TO OUR MAJOR IN-KIND SUPPORTERS IN 2022–2023

HOYT'S MOVING AND STORAGE  
TRIUS TRUCK CENTRE  
STONEHOUSE AGENCY

---

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



Kaleigh Bourgeois - Recipient of the  
Paul C.J. LeBlanc Memorial Bursary