



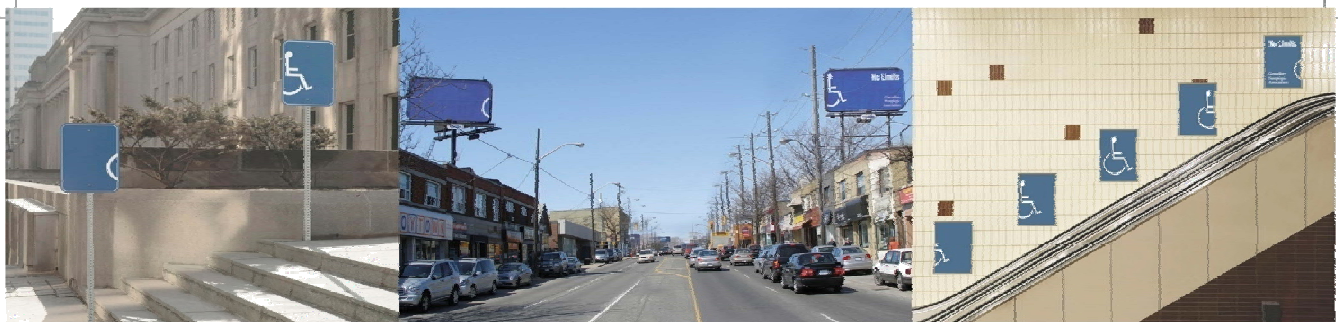
Canadian
Paraplegic
Association
(N.B.) Inc.

Association
canadienne des
paraplégiques
(N.-B.) Inc.

Annual Report

2008-2009

Freedom to go everywhere



Created by Wingspan Strategies Inc.

Additional copies of this report are available from:

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Visit us at www.cpanb.ca

Canadian Paraplegic Association (N.B.) Inc.

ANNUAL REPORT

2008-2009



I am pleased to present our Annual Report for 2008-2009.

This past year we marked 53 years since we began providing community-based services to people with spinal cord injuries and other mobility-related disabilities in New Brunswick. The demand for our services continues to increase and new referrals to our organization have increased more than 400% over last year. Our Rehabilitation Counsellors are on the road, from Grand Manan to Miscou Island and everywhere in between, helping New Brunswickers with mobility-related disabilities to meet their health and social goals.

In September 2008 we completed a client survey and the messages were clear. The quality of our services is high and our services have a positive impact on the health and quality of life of our clients. We must continue to focus on efforts to enhance accessibility and ensure solid public policy with a vision of truly accessible and visitable communities. We also heard a clear message that our clients are most dissatisfied with access to transportation, housing and financial support services and these issues must be prioritized in our public policy work.

In this past year, we initiated a pilot project called *Measure Up!* and launched an education campaign including a pamphlet called *Accessibility is good for business*. We developed an accessibility tool, completed a formal accessibility assessment of over 60 businesses in the Fredericton area and provided recommendations for improvements or enhancements. We are working on expanding this successful pilot throughout New Brunswick. We also celebrated success as part of a joint Department of Health and Department of Social Development working group to develop improved access to ventilator, cough assist machines and ventilation related equipment for people with disabilities.

We are proud of our community partnerships and those partnerships are highlighted throughout this report. My thanks are extended to the Board and staff for their vision, enthusiasm, dedication and energy.

Sincerely,

Courtney Keenan
President



Board of Directors 2008-2009

President:

Courtney Keenan

Vice-President:

Pat Guest

Past President

Dr. Ron Harris

Treasurer:

Beth Corey

Secretary:

Chris Aalders

Member-At-Large:

Carl Constantine

Directors:

Clive Barrett

Jacques Laroche

Michelle Horncastle

Sara McElman

Bill Leonard

Jennifer McCumber

What our clients say about us...

"She [Rehabilitation Counsellor] helped make a learning plan, like a plan for university, and provided the information for the programs that were available."

"They helped with things that fell through, by finding solutions. If something goes wrong they help figure it out."

"You can call them and they're there for you."

"She helped me get back out in the community."

"Any problems I have or questions about new rules or regulations that are of interest to me, all I have to do is call and ask."

"They have no flaws."

"Just keep doing what you're doing."

"Has been excellent to date."

- These above comments are a sample of the comments from our 2008 Quality Assurance Program survey.

A community movement

The Canadian Paraplegic Association was founded in 1945 by a group of veterans with paralysis. Formed in 1956 and incorporated in March 1990, the Canadian Paraplegic Association (N.B.) Inc. is an community-based, non-profit agency governed by a volunteer Board of Directors.

Our mission

Our mission is to assist persons with spinal cord injuries (SCIs) and other physical disabilities to achieve independence, self-reliance and full community participation.

Our core services

The sudden reality of an SCI or the onset of any physical disability can be frightening and overwhelming. With perseverance and with the right supports, we can help people regain self-reliance and rediscover all that life has to offer.

We help people move forward! We are committed to client-driven, customized responses to the holistic needs of our individual clients, often in partnership with other service providers. Through our **Rehabilitation Counselling**, we work with clients to articulate needs, clarify and set goals, develop a plan of action and mobilize services. We offer continuous support, **Information Services**, community links, referrals and follow-up. We also provide support to family members.

Through our **Case Management** and service coordination, we can coordinate the rehabilitation process including the client service network. We work to ensure clients are provided with services that progress toward their long term goals in an efficient, coordinated way from onset of injury or condition to full community participation, and beyond.

Thinking about re-employment, training, education or continued employment? Our **Vocational/Employment Services** can help explore options consistent with values, skills, abilities and interests. We can help: explore career options, research employers and labour market trends, develop a resume, search for jobs and prepare for interviews. Employer's can use this service to evaluate work site accessibility and job accommodation.

Let's make exclusion history! We want people to live in a community without barriers. In our **Community Advocacy** we help identify, reduce and remove barriers that exclude people with disabilities and we work to ensure that our clients have access to the right supports and services.

Need to talk to someone who has "been there"? We know the value of **Peer Support**. We offer positive role models to help individuals and families adjust.

We can all be part of a proactive response

On a personal level...

- Get informed about how to prevent spinal cord injuries.
- Support our fundraising efforts!
- Write letters to community leaders and policy makers in support of public policy changes or services for people with disabilities.

The CPA (N.B.) Inc. provides support and helps people become better informed.

In 2008-2009, we:

- Provided active rehabilitation counselling and case management services to 221 clients.
- Received 114 new referrals including 10 individuals with new SCIs.
- Facilitated the attainment of 161 client goals. The most common goals attained related to equipment & supplies, financial, home support, housing and transportation.
- Facilitated 10 client employment placements and 4 educational client placements.
- Responded to 98 information requests from the general public through our Information Services.
- Distributed *Life After Spinal Cord Injury* manual to new clients, their family members and caregivers.
- Received an average of 15,202 hits per month and over 2,080 visits per month on our web site, www.cpanb.ca.
- Continued a radio awareness

campaign throughout New Brunswick featuring education and employment ambassadors Chris & Sabrina.

- Piloted the Moncton area Solutions Fund, in partnership with the Rick Hansen Foundation, to provide some financial help for equipment and other supplies that are not fully covered through other services, programs or funding sources.
- Supported the development of support groups in Miramichi and Campbellton.

Among your families, friends and co-workers you can...

- Raise awareness by talking about how injuries happen and how they are prevented.
- Offer support to family and friends with spinal cord injuries and other physical disabilities.

The CPA (N.B.) Inc. helps to inform and support networks and influence public policy.

In 2008-2009, we:

- Collaborated with the Stan Cassidy Centre for Rehabilitation and the New Brunswick Association of Occupational Therapists on four lunch and learn sessions for rehabilitation service providers.
- Completed a client survey on home support services in New Brunswick.
- Completed a client needs assessment survey to

CPA (N.B.) Inc. Staff

Executive Director:

Haley Flaro

Administrative Assistant:

Cindy Comuzzi

Rehabilitation Counsellors:

Liane Gould
Erinn Daigle
Kristine Johnston
Tammy-Lee Wright

Project Coordinator:

John O-Toole

You can prevent spinal cord injury!

Always wear your seatbelt when you travel in a vehicle

Always check for water depth and hidden objects such as logs, rocks, and sandbanks when swimming or diving

Always wear an approved helmet when riding your bike, skateboard, or motor-bike

Always take time to warm up before playing sports

Don't drink alcohol or take drugs and drive. Do not travel in a vehicle being driven by a person under the influence of alcohol or drugs

Always check the correct safety procedures before moving an injured person

Always learn safety precautions when horseback riding, water skiing, rock climbing, hand gliding or using a trampoline

identify major service gaps and barriers throughout the province in order to help improve programs, services and public policy.

- Led a working group to look at solutions to housing and supports for individuals with high level disabilities.
- Participated in a joint committee with the Departments of Health & Social Development to develop a funding program for ventilators, cough-assist machines and & other ventilation supplies.

As a community...

- Get involved in groups or organizations that work towards the development and improvement of social policy and services, such as affordable, accessible housing, access to equipment, and accessible transportation.
- Participate in community initiatives aimed at increasing awareness of disabilities and generating funds for services.

The CPA (N.B.) Inc. supports community opportunities.

In 2008-2009, we:

- Initiated the development of a New Brunswick SCI/other physical disability Network. Twenty-eight people participated in the inaugural meeting.
- Actively participated in the Easter Seals Transportation Committee, the New Brunswick Disability Executives' Network, the Ministerial Employ-Ability Action Group, the Joint Community-based Ventilator Committee, the Recreation New Brunswick Inclusive Recreation Committee, the Fredericton Community Action Group on Homelessness, Fredericton Chamber of Commerce Municipal Government Affairs Committee, Fredericton Accessible Taxi Committee, Moncton Accessibility Committee, Moncton Wheels in Motion Solutions Committee & the Dieppe Accessibility Committee.
- In partnership with volunteers and the corporate community, delivered our signature fundraising and awareness events including the *\$1 Million Hole-in-one Shootout*, *Feast in the Field* and the *Art & Antique Auction*.

Service Statistics Summary

2008-2009

Total active caseload:	221
Number of new spinal cord injuries:	10
Number of new referrals (all physical disabilities):	114

Profile of active clients by disability group:

Paraplegia—37	Quadriplegia—36
Other (e.g., other neurological conditions)—34	Cerebral Palsy—30
Multiple Sclerosis—18	Muscular Dystrophy—13
Spina Bifida—12	Hemiplegia—12
Acquired Brain Injury—6	Fibromyalgia—5
Amputation—5	Arthritis—4
Post Polio—4	Diabetes—3
Amyotrophic Lateral Sclerosis—2	

Profile of active clients by region:

Region 1 (Westmorland, Albert & Kent Counties)	66
Region 2 (Sussex to St. Stephen, including Saint John)	24
Region 3 (Fredericton/Woodstock/Minto region)	97
Region 4 (Edmundston/Grand Falls region)	6
Region 5 (Campbellton region)	4
Region 6 (Bathurst & Acadian Peninsula region)	14
Region 7 (Miramichi region)	10

Profile of active clients by age category:

0-16	16
17-29	44
30-40	41
41-54	58
55+	62



Our community events...

Closest to the pin winner—\$1 Million Hole-in-One Shootout

Congratulations to Shawn Cotton, the top prize winner at our \$1 Million Hole-in-One Shootout in Fredericton. Shawn was the winner of airfare for 2 to any Air Canada electronic ticket destination in North America including Hawaii, Mexico and the Caribbean.

Feast in the Field award winners!

Hilltop Grill & Beverage Company

winner of the best barbecue exhibitor

Fuzzy Duck Brewers

winner of the favourite beverage exhibitor

Chocolaterie & Patisserie Fackleman

winner of favourite dessert

Crowne Plaza Fredericton

winner of favourite appetizer

Thank you to our in-kind sponsors of 2008-2009!

Air Canada Kids Horizon
Alcohol NB Liquor
Alex Green/PSAV
Barrett Corporation
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Bleuets NB Blueberries
Brewbakers
Brookside Storage
Bruno's - Delta Fredericton
Canadian Culinary Federation Fredericton
106.9 Capitol FM
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Cathy "Hutch" Hutchinson
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Churchill Dauphinee
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Connie Goodine
Corby Distillers
Crowne Plaza Fredericton Lord Beaverbrook
The Daily Gleaner
Daniel Price
DiningPick.com
Donna Mulholland
Doreen Boudreau
Earl Stanley Morrison
The Fox FM
Fredericton Civic Pride
Fuzzy Duck
Geneva Murphy
Gerald Boudreau
Guy Vezina
The Happy Baker

Hilltop Grill & Beverage Company
Holiday Inn Hotel & Resort Fredericton
Kiers Marketing Group
Kriscott Distributors Inc.
Labatt
Linda Tiffin
Lloyd Fitzgerald
Margaret Bannister
Maritime Sign Services
Michael Khoury
Michael Lesperance/PSAV
Millar Motors (1996) Ltd.
Molson
Moncton Golf & Country
Moosehead Breweries
Nubody's
The Palate Restaurant
Peter Gorham
Phillippe Dandurand Wines Ltd.
Ramada Fredericton
Riverside Resort and Conference Centre
Robrta Melanson
Sadiq Ali
Select Wine Merchants
Spicer Smith & Cole Fine Jewellers
Susan Dickeson
Terry Leavitt
Toredown
Trius Charter Bus Services
WestJet



Thank you to our major financial supporters and donors of 2008-2009!



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Anonymous
Bayer Health Care
Bishop's Funeral Home
Bouctouche Lions Club
Centre for Arts & Technology
Chews Box
Club Richelieu de Shippagain
Corey "Pro Series" Pet Foods
Compu College
Cox & Palmer
Covey Basics
Edmundston Kinette Club
Extreme Window and Entrance Systems
Fredericton Lions Club
Fredericton Sunrise Rotary Club Inc.
Front Gate Financial
Hartland Lions Club
Humphrey, Lewisville, Sunny Brae Lions Club
Irishtown Lions Club Inc.
JB Real Estate
Jean Coutu
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Knights of Columbus Council #1219
Lawtons Home HealthCare
Liane Groves Realty Ltd
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Nackawic Lions Club
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NB Department of Social Development
NB Department of Post-Secondary Education, Training & Labour
New Brunswick Paraplegic Foundation
Newcastle Lions Club
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Richibucto Lions Club
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Riverview Fold Lincoln Sales
Sackville Lions Club
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ScotiaMcLeod
Service Canada
TNT Insulation and Building Supplies
Tim-br Mart Premium Insulation
The Dominion of Canada General Insurance Company
York Funeral Home
UCT Council 758
UCT Fredericton Council 746
United Commercial Travellers Restigouche
United Way/Centraide (Central N.B./Région du Centre du N.-B.) Inc.
UPS
Wendy's Restaurants of Fredericton



Note: Due to privacy regulations, our Association does not publish the names of individual donors without their expressed written permission. Thank you to all our individual donors who make our core services possible!



SUBMITTED PHOTO

CHECKING ACCESSIBILITY: Though this building is accessible, when Pat Guest, vice-president of the CPA (NB) Inc. board, did a study of accessibility in the downtown area, he discovered 1/3 of businesses had a barrier to entry that made them inaccessible. He's quick to point out that 1/3 of those could be made accessible with a minimum of work and expense.

*Freedom to go
everywhere*



By LORI GALLAGHER
gallagher.lori@dailygleaner.com

The freedom to go everywhere — to someone with a mobility impairment, that might seem like an impossible dream.

However, the Canadian Paraplegic Association (N.B.) Inc. is working hard to make it a reality.

One way they're doing that began as an informal survey of accessibility in the downtown area by Pat Guest, vice-president of the CPA (N.B.) Inc. board.

He works in the downtown and loves the area, he says.

"We've got the trails and the train bridge and it's a dream really to be down there," he says. "But then you notice the inaccessibility, because there are

older buildings. They're doing a much better job on the new."

He notes that the association hasn't done a great job on advocating on this in the past, so to begin he decided they needed a benchmark to work with.

"It turned out that about a third of downtown, the businesses, the restaurants, the bars, are not accessible, they have a barrier to entry," he says.

This survey focused solely on entry as it doesn't matter how great the inside is if people can't get in there in the first place.

"What was positive was about a third of those businesses could become accessible with minimal renovations," says Guest.

From there, he and others from CPA (N.B.) Inc. presented their findings to the city's public safety committee, then representatives from the city and the association met to discuss possible solutions. This has resulted in the Measure Up project, including a brochure with ways to make your business more accessible and voluntary assessments for businesses.

"It's focused on education and giving tips on accessibility, including customer service and widening aisles and doors," says Haley Flaro, executive director of CPA (N.B.) Inc.

The association will give out ratings to participants of either a high level or moderate level of accessibility, she says, and there will be a sticker for businesses to put in their windows.

"CPA gets hundreds of inquiries a year about people wanting to travel here who are wondering about accessibility," she says.

The association hopes to create a web-based index where people can go to get that information, so they can see what the accessible options are in the city for places to stay, eat, shop and more.

Currently, this study is being done in Fredericton, says Guest, "But our dream would be to see this roll out provincially down the road."

He notes that Fredericton strives to be known as the smart city and the green city, so why not the accessible city?

"It's so beautiful and you've got so much opportunity downtown," he says. "And it's really a business case, too."

Being accessible, he explains, is good for business. According to a Royal Bank survey done in 2000, Canadians with disabilities have a combined annual disposable income of \$25 billion annually, so this is

Please See Freedom /C2

Just the facts

WHAT: The Canadian Paraplegic Association (N.B.) Inc. depends on fundraisers so it is able to assist persons with spinal cord injuries and other physical disabilities to achieve independence, self-reliance and full community participation

INFO: On Aug. 22-23, it will host the \$1 Million Hole-In-One Shootout at Carman Creek Golf Course, while on Sept. 7, it joins forces with Cox & Palmer to present Feast in the Field at the Holiday Inn Hotel and Resort Fredericton

CONTACT: For more information, call 462-9555 or visit www.cpanb.ca



THE DAILY GLEANER/LORI GALLAGHER PHOTO

FUNDRAISERS ARE KEY: John O'Toole, events co-ordinator with the Canadian Paraplegic Association (N.B.) Inc., is busy working on a number of upcoming fundraisers for the non-profit association, including the \$1 Million Hole-In-One Shootout on Aug. 22-23 and Feast in the Field on Sept. 7.

Home support survey highlights, 2008

- Sixty-eight (68%) of our clients currently receive some type of home support services.
- Thirty-five percent (35%) of those who receive home support services have their home support workers coordinated by a home support agency and 45% hire and train their own support workers. An additional 5% of respondents depend on family for home support services.
- Fifty-two percent (52%) of those receiving home support services depend totally on provincial government funding for these services.
- The most common assistance provided by home support workers was housekeeping (68%), meal preparation (48%), bathing (34%) and general personal care (29%).
- Eighteen percent (18%) of respondents require assistance with feeding .
- The most common problem articulated regarding home support services was the shortage of home support workers. Other primary concerns included a lack of funding and support from the provincial government and the low quality and lack of training of home support workers.
- Almost half of respondents advocated for an increase in government support including salary and benefits for home support workers. Nearly one third would like to see increased government funding and support for persons with disabilities (e.g. more home support hours). Twenty-two percent of respondents advocated the need for improvements in the quality (e.g., level of training) of home support workers.

Freedom: 'Fifty-one per cent of our funding money is generated through events, so they are very important'

Continued from /C1

a spending group with significant clout.

According to recently released statistics from Statistics Canada, 80,000 New Brunswickers have a disability related to mobility. That's 11 per cent of the population, making N.B. the second highest ranked province for people with disabilities.

As well, when your business is not accessible, you don't just lose out on the person with the disability, you lose out on business from the people with them.

If his office is looking for a place to go to lunch, for example, they'll choose somewhere accessible so he can go along.

"When we presented this to Downtown Fredericton, all the vendors wanted to see what they could do," says Guest.

He adds that some have already taken steps to make their businesses more accessible.

Flaro notes that N.B. is one of the few provinces in Canada that hasn't expanded on the minimum requirements of the building code.

"Most provinces have created a

specific section called barrier-free design to enhance standards."

CPA (N.B.) Inc. is part of a group that is lobbying to have the province's building code amended.

"It's so timely because New Brunswick is finally doing a new building code," says Guest.

That isn't all that's going on at the association. It is doing a client needs assessment to address gaps in service, which it hopes to finish by the end of August. It's also addressing issues such as the shortage of quality home support workers and accessible transportation for those outside the city. This is on top of the case work they do with clients.

"In December, we got a five-year agreement with the province and Rick Hansen for an additional rehab counsellor," says Flaro. "That's been pretty incredible for us because our case loads were already pretty full and we're getting out into the rural communities more."

The association has gone from two rehabilitation counsellors to three and Flaro still handles part of a case load, so they are making great inroads into areas that were under served in the past.

"That's been a big boost for us, though we still have a ways to go," she says.

The new long-term care strategy has a place for the services they offer as well.

"The average age of our referrals keeps climbing and climbing because of seniors with mobility issues," she notes. "We're looking at the long term care strategy to see what our role would be because we think there might be a potential pilot around seniors and rehab."

To help support the work that CPA (N.B.) Inc. is doing, the non-profit organization has to hold fundraisers. Three that are coming up are the 12th annual \$1 Million Hole-In-One Shootout on Aug. 22-23, the 8th annual Feast in the Field on Sept. 7 and the 18th annual Art and Antique Auction on Nov. 13.

"We're quite fortunate that the three events are well established," says John O'Toole, event co-ordinator for CPA (N.B.) Inc. "We've had tremendous support from the community through sponsorships and donations."

Plus people are willing to come out and enjoy the events, which makes all the difference.

"Fifty-one per cent of our funding money is generate through events, so they are very important to the association," says O'Toole.

More than raising funds, the events are a wonderful way of generating awareness about CPA (N.B.) Inc. and the work that it does in the community. He adds that all the money raised in Fredericton stays in this area.

"We're here to support anyone with a mobility related condition," says Flaro. "We pride ourselves on being navigators and trying to find solutions for challenges."

They stand behind the tag line "Freedom to go everywhere," she says, and focus on ways to make that happen, to give people "the freedom to be average and do everything they want to."

For more information about CPA (N.B.), its services and upcoming fundraising events, call 462-9555 or visit www.cpanb.ca.

Client needs assessment survey highlights, 2008

- 60% of participants were male; 43% of participants were between the ages of 40-55; and 47% indicated that they live in a rural area of NB.
- Challenges with accessibility were the most commonly recognized difficulty for respondents.
- People were the most dissatisfied with their current transportation, housing and financial support services.
- Physical rehabilitation and home support services were identified as the most satisfying services received.
- Recreation and leisure, peer support, and family support services were most frequently identified as desired but not available.
- Over half of the respondents indicated that they are content with the overall health services they receive from doctors, clinics and hospitals.
- Numerous negative feelings about discrimination, attitudinal barriers and the way people with disabilities are often treated by others were expressed.

Volunteer Corner

Unless someone like you cares a whole awful lot, nothing is going to get better. It's not.
~Dr. Seuss

Volunteers are the cornerstone of our efforts. In 2008-2009, 68 volunteers contributed over 500 hours on our Board of Directors, through special events and general office support. The following individuals received Volunteer Awards of Excellence in 2007-2008: Clive Barrett & Pat Guest. Ambassador of the Year Awards were presented to Chris Aalders & Sabrina Durepos for sharing their personal stories in our awareness campaign.

CPA (N.B) Inc. Board Vice-President Pat Guest (left) presents Sabrina Durepos with an Ambassador of the Year Award for 2007-2008. Sabrina was recognized for her outstanding contributions to wheelchair sports and the Paralympics. Sabrina was also recognized for sharing her personal story in an innovative CPA (N.B.) Inc. radio promotional campaign that was piloted in the Fredericton, Woodstock, Grand Falls & Bathurst areas. Sabrina's energy, enthusiasm and perseverance were evidenced in the promotional campaign.



Quotable quotes

"No matter if you are disabled or not, there are always obstacles in life. It is what you make of the situation that is most important. Believe in yourself. Believe in your abilities. There's a lot of things you can do out there. I can do a lot of things. The only thing I can't do... is stairs."

~Sabrina Durepos, Paralympic athlete

CANADIAN PARAPLEGIC ASSOCIATION (NEW BRUNSWICK) INC.

STATEMENT OF REVENUE & EXPENSES

FOR THE YEAR ENDED MARCH 31, 2009

	2009	2008
Revenues		
Government:		
Federal	\$54,871	\$ 23,015
Provincial	142,293	141,998
United Way	48,220	34,877
Fee for service	4,309	6,329
Fund development	99,315	126,745
Rick Hansen Foundation	69,741	30,259
Miscellaneous	<u>2,572</u>	<u>1,458</u>
	<u>421,321</u>	<u>364,681</u>
Expenses		
Core services	\$292,899	\$232,797
Fund development	50,539	78,853
Organizational development	42,394	13,897
Administration & General	<u>56,553</u>	<u>54,031</u>
	<u>442,385</u>	<u>379,578</u>
Net Revenue	<u>\$ (21,064)</u>	<u>\$ (14,897)</u>

Shannon & Buffett, LLP
Chartered Accountants

Note: This statement is an excerpt from the full set of financial statements on which an audit report has been issued dated August 31, 2009.

**The Canadian Paraplegic Association (N.B.) Inc, is proud
to present the following recognition awards for
2008-2009...**

Volunteer Award of Excellence

*George Street Blues Project
Toredown*

Ambassador of the Year Awards

Terry Leavitt

Caring Community Partner Awards

Elaine Sussey, NB Department of Social Development

Caring Corporate Partner Awards

*Lawtons Home HealthCare
Covey Basics*