

Agency Profile

The Developmental Disabilities Resource Centre of Calgary (DDRC) was founded in 1952 by a small group of parents and community members determined to provide education and training opportunities for children with developmental disabilities.

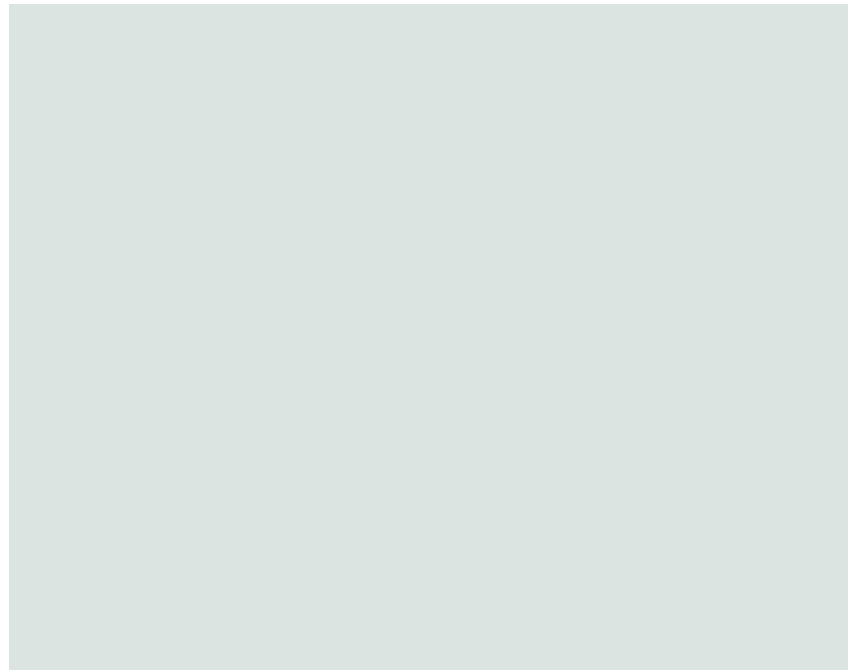
Since then, the Agency has evolved from its tenuous start as a home-based classroom for six children into a multi-faceted organization that provides career and leisure services, respite care, education and supported living situations to more than 1000 Calgarians with developmental disabilities and their families.

With more than 400 employees and a 2001-2002 operating budget of \$12.5 million, the DDRC is the largest human services organization of its kind in Alberta, and has a significant impact on the Calgary community.

Operating under the direction of a volunteer Board of Directors, the DDRC is funded primarily through government contracts, fees for services, products and services from Agency-owned businesses, bequests, individual donations and corporate contributions.

2001-2002 Business Number is 1068340660-RR0001.

2001-2002 Board of Directors
PresidentRod Wilson
Past-PresidentLynda Cherry
Vice-President.....Jim Sellers



Our Mission

The Developmental Disabilities Resource Centre of Calgary facilitates personal choice and builds the community's capacity to include persons with developmental disabilities.

THE COVER

The second half of DDRC's fiscal year found the Agency with an important milestone – its 50th anniversary. Pictured here are individuals served by DDRC and their family members, gathered around Emily Follensbee, who is the soul surviving founder of the organization. Together with Christine Meikle

EXECUTIVE REPORT

possibility, community & human connection drives ddrc's efforts

BY ROD WILSON, PRESIDENT, ANDPATTY MORRIS, EXECUTIVE DIRECTOR

Fifty years ago, DDRC was born out of a belief held by a group of parents – in particular, its co-founders Christine Meikle-Harris and Emily Follensbee – in the potential of their children, and a belief in the importance of community and belonging for all. It is really this same passionate sense of possibility, deep commitment to community, and fundamental belief in the importance of human connection, that continues to give life to our efforts.

relationships – genuine relationships characterized by mutual recognition, respect and reciprocity. This principle is central to several initiatives that have emerged or taken greater shape over the past year. They include the creation of neighborhood teams, partnership with Family Resource Centers and the Women's Centre, community-capacity building work such as the Community Respite Network and the Community Living Network, and efforts to secure competitive employment and community opportunities. Projects like PACE, New Faces New Work and the Inclusive Schools Initiative have all embodied the importance of relationships, and have worked to both capitalize and strengthen relationships that are necessary to an included life.

While 50 years has seen much change at DDRC, perhaps the most dramatic has occurred the last few years, as DDRC has come to more deeply recognize the importance of connection to the ordinary stuff of life – homes, families, friends, neighbors, schools, jobs. This recognition has, in turn, shifted our focus outwards, to the communities and community members who, through their welcoming and

What has been most heartening, however, is the degree to which community organizations and individuals continue to respond. This is evident through increased employment opportunities, community living support rich in relationships and connections, strengthened partnerships with many other community groups resulting in increased opportunities for civic engagement, and schools which model inclusive practices. These are all demonstrations of Calgary's

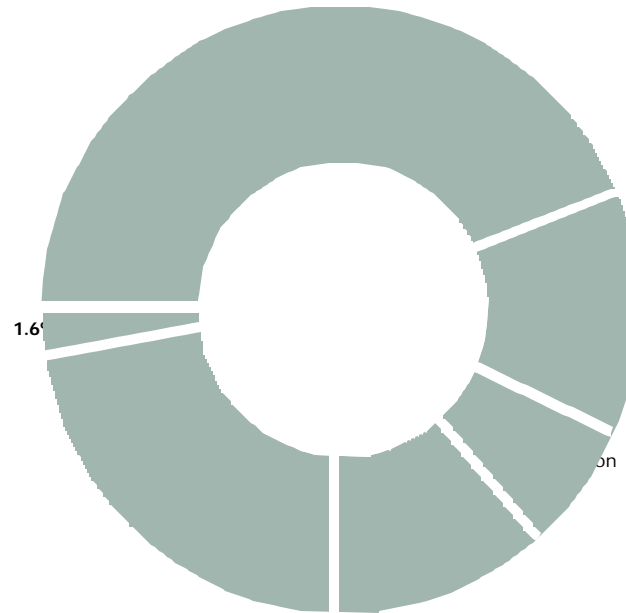
JADE'S STORY

From shyness of strangers outside the home to a community of fellow employees to laugh and connect with – that's Jade. She has gone from the chores of a home kitchen to washing and organizing a great many pots and dishes for a busy Calgary hotel. Through her journey, she has experienced the pleasure of volunteering to the deep satisfaction of a one-year pin of employment, plus the pride of a competitive wage position. Jade is

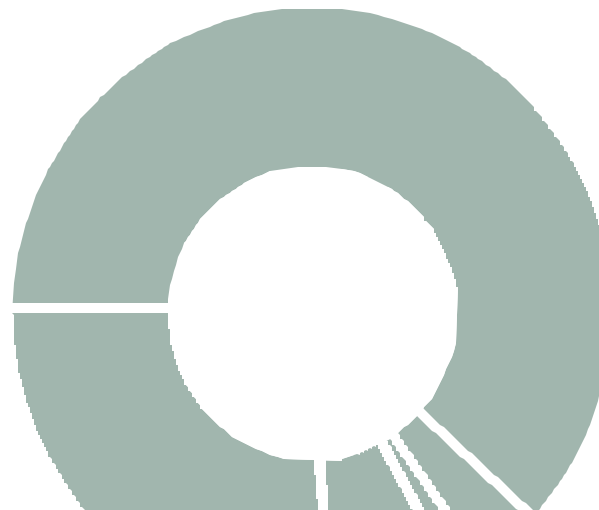
While we have been encouraged by our progress this year, we are also aware of the work yet to be done. For our ambitions to be realized, much has to change – attitudes, practices, relationships, systems and policies. We recognize the scale of this challenge, but DDRC is buoyed by a positive and compelling vision for the future. We are confident that this vision of an inclusive Calgary has the potential to really take root in the wider community.

Sincere gratitude is extended to the many – individuals with developmental disabilities and their families, staff, donors, volunteers, corporate partners, Board members and other supporters – who have been and continue to be, instrumental in our work toward this richly imagined future.

Our Fiscal Year At A Glance



* Resource Development



Living, Learning and Working in the Community

Community Development

Neighbourhood Teams

Towards the goal of greater inclusion for the people supported by DDRC, Community Development facilitated the creation of a community-based team in conjunction with Career & Leisure Services (see below). Starting last summer, workshops were organized with staff and community partners who live in east Calgary. This led to the birth of a Northeast Neighbourhood Team in December 2001, a development which represents the charting of new territory in the way DDRC works.

Behind the creation of the new team is the concept that people who are supported closer to their homes will have more opportunities to build stronger, long-lasting and more natural relationships. As well, if people are given the opportunity to become more involved in their own neighbourhoods, not only will they benefit from their involvement, but the neighbourhood will benefit as well.

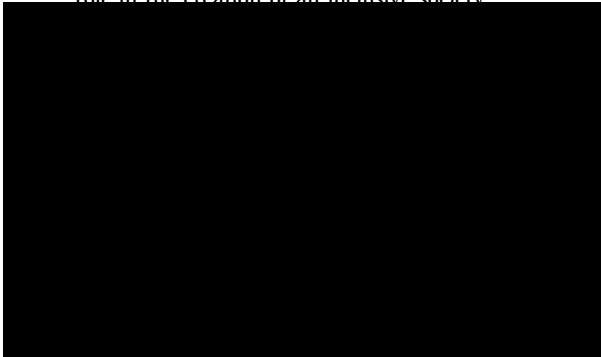
Development of a second neighbourhood team is under way. The Community Development Team is working with community partners, staff and people supported by DDRC from communities in the more southern parts of the city to build a solid base from which to launch a South Neighbourhood Team.

The Women's Centre

The partnership with the Women's Centre is in its

The scope of DDRC's programs and services has continued to adjust in response to changing expectations and circumstances. At the heart of these adjustments is a strong dedication to the needs of individuals with disabilities and their families, and on the development of personal connections and valued roles in the larger community. Increasingly, we see people with disabilities becoming more visible in their communities, just as we see community members adjusting how they engage Calgary's more vulnerable citizens. Overall, it is a positive trajectory that bodes well for a healthier city. DDRC is pleased to play a leadership role in the creation of an inclusive society.

Jeff doesn't let mobility and communication issues get in the way of his role in the community. An employee of the University of Calgary for five years, Jeff services the recycling bins at Mac Hall. He also volunteers for the Crowfoot YMCA and at Clayburn Bowling. A recipient of an Award of Merit at DDRC's Awards of Distinction in May 2001, Jeff stands out for his ability to overcome his multiple disabilities to become a valued employee, and for his spirit of community service.



Review

In June of 2001, the Alberta government called for the review of programs for low income earners to ensure that the needs of people who are supported by AISH are met. In collaboration with the Calgary Coalition for the Low Income Review, the Community Development Team helped facilitate the involvement of many in this opportunity for participatory democracy. In anticipation of final recommendations from the review, the Team continues to participate in the coalition to ensure that people's concerns are listened to and acted upon.

Community Living Network

Over the 2001-2002 period, the Community Living Network (CLN) supported approximately 80 individuals in a variety of living situations. Much of the work in the past year focused on the Creating Excellence Together accreditation process (see Supporting Our Mission). CLN developed and presented a number of workshops designed to educate Supportive Roommates, Personal Support Workers and Home Supports on the principles of ethical respect focused on the dignity of persons. Aspects included responsible caring, integrity in relationships and social responsibility. CLN also presented workshops throughout the year on Positive Behaviour Supports. Significant time was dedicated to educating individuals supported through the program regarding personal choice, rights and responsibilities.

In order to provide quality service to individuals receiving support through CLN and Career & Leisure Services, CLN identified the need to develop a closer working relationship with other DDRC programs based on open communication and a collaborative approach. This initiative is a work in progress.



Members of the Community Living Network team: L-R Tobi-Dawn McRae, Barb Czyn, Sharon Forman, Lara Perraz (Administrative Assistant), Pamela Warenko and Rhonda Seifert. Not pictured here are Patti Fleury, Maureen Nowasad and Kim Whitmore.

From April 1, 2001 to March 31, 2002, Central Intake responded to an average of 100 inquiries per month. These inquiries requested information about DDRC services, support information and resources to individuals, families, and other service providers. There was an average of 10 intakes per month to DDRC programs and services. The coordinators participated in nine resource fairs to share information with families, students, teachers and community members.

Community Respite Network

The Community Respite Network (CRN) supports individuals, their families and their support networks to secure community-based respite that meets their

matically as individuals and their families interacted with their new providers. At the end of December 2001, the doors of both homes were closed for the last time, quietly ending an era. From April 1, 2001 until the homes closed, Rossmount provided 8,235 respite hours and Glamorgan provided 11,793 respite hours.

The new community-based model for respite support has been very well received by almost everyone connected with DDRC's respite services. Many new relationships have developed between the children and adults seeking respite and the individuals and families providing the support. The opportunities for connection and inclusion created in these matches are expected to richly enhance the lives of those involved.

Over the course of the year, CRN facilitated a total of 178 respite matches. Of these, 99 matches were for adult individuals seeking respite with a community respite provider, and 79 matches were for children and their families. Respite providers were recruited through word-of-mouth, advertisements in local and community newspapers, postings at post-secondary institutions and community centers, and through information evenings.

Of the 114 providers identified, 17 also agreed to provide support in crisis situations. Early in the year the Host Family Program was incorporated into the CRN program and continues to support 15 children.

One of the most difficult challenges of the year came about as a result of provincial cutbacks that caused seven of the registered families to lose their funding for respite support. Changes in government policy also limited some of the options that CRN was able to provide for families. Despite these challenges, CRN has undertaken a number of creative endeavors over the past year. These included:

- ✓ research and development for the establishment of a "respite co-operative"
- ✓ assisting several adults with their individualized vacation planning

Respite through In-Home Support Services

In October 2001, In-Home participated in Calgary Rocky View Family and Children's Services

"Performance Based Contract" telephone survey of over 200 families. The results of the survey confirmed that the dependable and skilled care provided by In-Home's respite staff is indeed highly valued by families. Changes in funding by Children's Services resulted in a slight decrease in the number of hours of respite provided monthly. It became apparent that some families use respite on an occasional basis while others have regular weekly bookings. More than a few In-Home staff have worked with the same children over a number of years, and this invaluable continuity has led to great emotional and personal development benefits for staff and children alike.

BOW PLACE

There continued to be a high demand for the service provided by the Bow Place respite home. Although wheel-chair accessible respite is hard to find in Calgary, the service provided by Bow Place is appreciated by families because they know that both children and adults receive skilled care in a fun filled environment. Ninety-four percent of the families surveyed in Calgary Rockyview Family and Children's Services "Performance Based Contract" survey said that involvement with Bow Place served to strengthen their relationship with their child. The wheelchair-accessible van donated by the Baugh Family in 1994 continued to provide plenty of opportunity to explore Calgary and the surrounding countryside. Once again, Bow Place hosted week-

MIKE'S STORY

It was a great year for Mike. In his new volunteer position at the University Radio Station CJSW he helps with filling music, playing a CD or two with voice intro and production of commercial spots. Mike is comfortably getting to know other volunteers and looks forward to helping with the production of a radio show time slot. At the beginning of February, Mike started an in-depth workout program at Lindsay Park every Monday, Wednesday and Friday. He has increased weights, total number of exercises, repetitions and laps around the track. More recently Mike has started eating healthier with more fruits and vegetables, and has eliminated coffee. He has also added a flyer route to his repertoire of activities. Mike is laying the foundation of wellness and volunteer/work experience to help lead him toward the job he really wants.

Adults.....14

Bow Place Respite Home

Individuals61

(For more information about In-Home Support Services, see Agency-owned Businesses.)

Inclusive Schools Initiative

The DDRC Inclusive Schools Initiative has spent the last year pursuing three main objectives:

- ✓ building the capacity of the Calgary Board of Education to provide quality inclusive settings for students with developmental disabilities,
- ✓ supporting the social inclusion of students with developmental disabilities, and
- ✓ addressing the need for social policy change regarding inclusive education by supporting families who are advocating for their children, as well as spreading awareness through speaking engagements, written articles and the maintenance of an educational resource lending library of printed material & videos.

Along with joint work on these common goals, the facilitators have been maintaining work on two key fronts; the model Inclusive School Project and the development of expertise in friendship facilitation.

The Model School Project began in the fall of 2001. The first partnership agreement was signed with Dr. E.W. Coffin elementary school in the Calgary Board of Education's CLC-1. DDRC's Education Inclusion Facilitator, together with the school's principal and staff worked hard to understand and build an exemplary model considering all the aspects of inclusive practice. The staff was encouraged to reflect on their current practice, engage in professional development activities, and collaboratively problem-solve inclusive solutions for students. By doing so, they have broad-

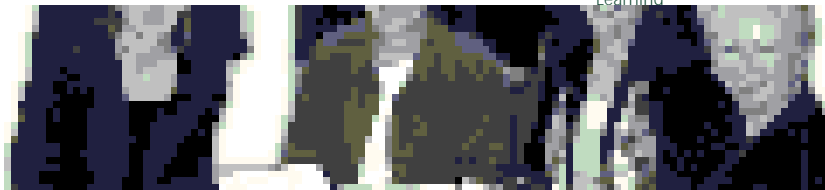
The social inclusion component of the Inclusive Schools Initiative has been successful in involving a great number of students in supportive peer clubs at both the elementary and junior high school levels within the Calgary Board of Education. The work of DDRC's Social Inclusion Facilitator has resulted in increased capacities of the staff in these schools to value, monitor and facilitate groups that address the social isolation of students within their buildings. The success of social connections for these students has gone beyond the school in many cases and sits as a testimony to parents and educators that time spent in this type of facilitation has benefits for all. Memoranda of Agreement clearly delineate the role of the inclusion facilitator in each setting, which can vary from school to school. Social awareness activities are also a large component of this part of the initiative. This year alone, more than 1000 students have received instruction dealing with inclusion, understanding friendship and celebrating diversity.

New Faces New Work

New Faces New Work began 2002 by successfully securing funding from Human Resources Development Canada (HRDC) for the administration of a 26-week employment skills development program. This initiative identified 19 individuals receiving services from Career & Leisure Services to participate in an intensive employment preparation, work experience and job placement program. In

DDRC's work on inclusive education attracted the attention of many, including Alberta's Minister for Learning and his staff. On September 20, 2001, a group visited Dr. E.W. Coffin Elementary School to get the story first hand.

Back Row: Rod Wilson, DDRC President; Ken Robertson, Zone 5 Director, Alberta Learning; Joy Chadwick, Principal of Dr. E.W. Coffin School. Front Row: Oonagh Graham, Alberta Learning; Betty Mackey, Alberta Learning; Pat Maas, Education Inclusion Facilitator, DDRC; Sylvia Mutch, Alberta Learning



conjunction with this program, New Faces New Work also launched its Training For Excellence component. Over 40 Community Resource Workers, Team Leaders and Coordinators received coaching and support to enhance their capacities in marketing and job development.

New Faces New Work has played a major role in creating exciting employment opportunities with companies ranging from Famous Player Cinemas and Michaels Craft Stores, to Big Rig Collision and Calgary Fastener and Tools.

Looking into the future, New Faces New Work recently received confirmation that HRDC will fund an additional 52 weeks of programming to support 26 individuals involved with DDRC to create lasting and meaningful opportunities in the world of work. New Faces New Work eagerly anticipates assisting many more individuals to create careers that are as rich and diverse as the Calgary business community.

Training and Development



TICKETS PLEASE :

Increasingly, people with disabilities are becoming visible in the community. Amanda was able to take advantage of the training and job search opportunities offered by New Faces New Work, and secured a front-line position at the new Paramount Theatre at Chinook Mall.

high value upon the personal and professional development of its entire staff. Each staff member is encouraged to identify their own strengths and areas for development. Out of this comes a plan for personal career development. Staff are encouraged not only to gain knowledge

shops, and informally, through mentoring and generous opportunities for rich conversation.

Much of the core knowledge required by staff to carry out their daily work is provided with internal resources. Where expertise does not already exist, DDRC has invested in assisting staff to acquire it and to bring it back in a “train the trainer” approach. This has been the case with such topics as medication administration, non-violent crisis intervention, positive behaviour approaches, and the ethics of touch.

DDRC is also actively involved in community partnerships to develop and deliver training. Partners include the University of Calgary, Mount Royal College, CCALA, the Calgary Regional Health Authority, and various agencies in the Calgary community.

This past year, DDRC also provided two training opportunities for families. The first was a workshop on how to advocate effectively for your child with disabilities in the school system. This workshop, facilitated by a parent, Carol Mairs, was both well-attended and well-received. The second opportunity was a series of workshops on developing a positive vision for one’s family member with a disability. The first event of this series was titled “A Vision for Families: Social Value and Inclusion.” The series was led and facilitated by Darcy Elks, a parent, advocate and international educator from Pennsylvania. Again, this workshop was very well received.

Career & Leisure Services

The last year has presented Career & Leisure Services with some minor and major changes in how

offices being closed, and staff returning to the main office. Career & Leisure also redistributed its staff which saw the reduction of support teams by one without the loss of service delivery.

The Planning Department reprioritized its activities in support of Career & Leisure resulting in a continued high level of quality of the planning process consistent with the current allocated resources. This department has developed interim plans for 165 people receiving services through DDRC. As the year came to an end, the Planners had begun to engage personal networks in Phase Two of the planning process where long-term visions are developed with full network involvement and collaboration.

Despite the realities of financial restraint, Career & Leisure succeeded in launching a new “community team” in northeast Calgary, an initiative that was supported by Community Development. The Northeast Community Team consists of 22 people – both persons served and staff – working in close proximity to their home communities. The team is building many new relationships in those communities so that individuals served have greater opportunities to be further connected in their neighbourhoods.

Over the past year Career & Leisure Services has provided services to some 171 individuals. Of those individuals, 46 have found employment and 40 are involved in volunteering in the community. Many others are engaged in community activities that have created opportunities for further inclusion.

P.A.C.E.

Participating in Academics and Career Exploration (PACE) provided individualized transition planning to 21 young adults who identified their continued



Norman Kunc

secure funding and grants to expand their education. Also through PACE's work, three people attended classes at Bow Valley College in the Basic Education Math and Daycare Level 1 courses, and another three accessed Mount Royal College for the Fitness and Training Instructor course, Grade 12 Computer and Math classes as well as various levels of American Sign Language. Several people hired tutors from post-secondary schools to help them with their individualized education goals.

Career Exploration consisted of accessing generic service including the Youth Employment Center, McBride Career Group and Career Connection. These services provide resume writing and updating, work-related workshops and job search mechanisms. Work experiences continue to be a successful way of developing transferable workplace skills and building meaningful relationships. Some of the businesses that offered work experiences include Animal House, Coles Book Store, Croissant Company, Cruise Ship Centre, Dairy Queen, Panda Daycare, Queen

Learning opportunities at DDRC come in many forms. World traveler and disabilities rights advocate Norman Kunc has a powerful way with words. While in Calgary on May 8 and 9, 2001, he challenged educators and human service workers while inspiring people with disabilities to think differently about inclusion.

Born with cerebral palsy, Norm attended a segregated school for children with disabilities until the age of 13. He went on to complete a Master of Science Degree in Family Therapy, and now travels the world with his message that disabilities are a normal part of the human experience.

On May 8 2001, Norm spoke at a high school assembly at Robert Warren Jr. High School. He later met with educators of the Calgary Public School Board at Senator Patrick Burns Jr. High School, where he focused on issues around support of classroom teachers in inclusive schools. Later that evening Norm attended DDRC's Awards of Distinction where he was featured as keynote speaker.

His main address on May 9, billed as "A Day with Norm Kunc", filled Bow Catering to capacity with a crowd of 100 people, mostly from the human services sector. His morning session, titled "The Right to be Disabled", explored the concept of support without benevolence. His afternoon topic, "Hell-bent on Helping", challenged the commonly held assumption that individuals with disabilities are deficient. Norm asserts that physical and mental disabilities reflect the

KEN'S STORY

Ken has been employed at Montana's Cookhouse Saloon in Crowfoot Centre since August 2001. His duties include food preparation and portioning, dishwashing and maintenance. Ken feels that his job at Montana's is very important because he is earning money and has been included as a valued member of the restaurant's staff. He also likes the work, and he has made friends. Ken states: "There are a lot of young people working here who like the same things as me." He socializes with his co-workers via team meetings, parties and going to the movies – he feels like he's part of the group. Ken's parents are excited that he is "so happy with his life right now." His supervisor says: "Ken is motivated, always looking for new work and more hours." His hours increased from two days to four days, giving him more confidence in his abilities. Good job Ken!

opportunities. Companies which offered work experiences that led to competitive employment include Burger King, Home Depot, Pet Land, Pet Planet, Party City, Southwood Daycare, Springbrook Manufacturing and Tip Top Tailors. Job placement was secured, independent of a work experience, at Denny's, Montana's Cookhouse Saloon and Revy. Three individuals have maintained their employment for more than a year at Cineplex Odeon, Heritage Recipes and SAIT (Southern Alberta Institute of Technology). PACE not only offers transition planning to people entering services, but also year-to-year as well as to other service providers after the fourth year, if required.

C.L.I.C.

During 2001, the Computer Learning and Information Centre (CLIC) continued the process of restructuring begun in late 2000.

Since 2001 marked the end of Petro-Canada's sponsorship, the team developed a business plan to facilitate the structure and implementation of effective outcome measurements, long-term goals and funding strategies. CLIC is currently soliciting partnerships to cover core operating costs.

A fee-for-service, cost-recovery policy was reinstated in December, with anticipated income of \$24,000 annually. It is anticipated that this policy will have an impact during 2002, but the number of users are expected to recover and continue to increase by 2003.

During 2001, the Centre booked 8,687 sessions – an increase of more than 2,000 sessions over the last year.

progress was shown in the lives of two women. One continues an ongoing struggle with the legal system to secure her rights in specific areas, and another woman has come to own her own home with support in the area of home maintenance and assistance with correspondence.

Group Advocacy has seen ongoing cooperation with the Disability Action Hall, participation in advocacy actions and rallies in Calgary and Edmonton. Other aspects of Group Advocacy include:

- ✓ Poverty Coalition – representing people with disabilities collaborated with community representatives on issues around poverty
- ✓ Self-Determination – collaboration on creating a plan to improve opportunities for self-determination
- ✓ Community Action Group for Self-determination – representing people with disabilities, this initiative saw collaboration among members of the group to enable self-determination for all

Family Support Program

The Family Support Program continues to value the strength of working in partnership with community agencies and organizations. Team members are proud to celebrate their sixth year in partnership with the Calgary Family Resource Centre. They continue to work with the Resource Centre, supporting staff and programs to increase their capacity to support all children and families. It was also the fifth year in partnership with Parents as Teachers, an inclusive parent education and family support program for children ages 0-5.

A new partnership with Post-Partum Support (Parent Development Centre) and Best Beginnings (CHR) is now available at the Family Connections

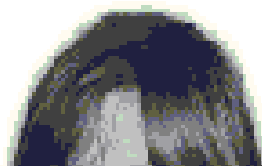
inadequate pre-natal care and the incapacitation of post-partum depression.

The Parent-Child Mother Goose program has been another avenue to include all families with a wide variety of strengths and challenges. A specific focus this year has involved teaching parents storytelling skills as a means to understand themselves and their place in the community.

RENE'S STORY

Rene has been studying to become a Fitness Trainer through Mount Royal College. He arranged funding for a tutor through Alberta Human Resources and Employment, which, to his knowledge, had never given funding to someone with a learning disability before. With the tutor, Rene did very well with his assignments and exams. His parents were surprised and pleased with the marks that he was bringing home. Rene had always participated in regular classrooms, so he liked the fact that he was able to continue his education with many of his friends from high school. Rene demonstrated how someone with a disability can access funding, hire a tutor and continue with post-secondary education like everyone else.

Karen is an important member of the Family C Centre community. Her presence each week highlights the value of including all citizens and recognizing their contributions.



Supporting our Mission

Accreditation

In June 2001, DDRC passed the Creating Excellence Together (CET) accreditation process with flying colors, resulting in a three-year certification. The team of six surveyors from the Alberta Association of Rehabilitation Centres (AARC) looked at issues around the quality of life of people served by DDRC, as well as service standards and organizational framework standards. Surveyors acknowledged that completing the survey was a monumental task given the size of DDRC's operation and the range of its services. Even more impressive were the months of internal preparations for the review involving agency-wide planning and evaluation around what DDRC does well and identifying gaps, in accordance with CET standards. The surveyors expressed special commendations for the PACE program, the Positive Alternatives Resource Manual, the Roles Based Planning Process, and for DDRC's commitment to inclusion. The Alberta government and AARC established the CET standards in 1999 to more accurately measure positive service outcomes for people with disabilities.

Social Marketing

DDRC has been working closely with Eric Young Enterprises, a Toronto-based firm specializing in social marketing, on the development and application of social marketing strategies that will support the implementation of DDRC's mission. The result-

disabilities,

- ✓ changing societal attitudes and behaviors by raising consciousness and increasing understanding about the problem of social isolation and the benefits of an inclusive society for all citizens,
- ✓ developing the capacity of the Calgary community to be inclusive through the engagement of a broad constituency of community stakeholders and other agencies,
- ✓ aligning all DDRC programs and services under the DDRC mission,
- ✓ establishing targets, benchmarks, and outcome measures,
- ✓ incorporating learnings as they occur to advise the initiative and enhance "best practices" for DDRC and all other stakeholders.

In order to give shape to DDRC's social marketing initiative, considerable research and other groundwork was carried out in the latter half of 2001. This included a comprehensive environmental analysis describing the current status of inclusion, relevant social policies and accessibility of generic resources. As well, material concerning DDRC's history, mission, vision, values, programs and services was factored into the mix. Very significant was a consultative process leading to the definition of five core beliefs held by DDRC — key statements which will serve to guide the social marketing initiative. Based on this groundwork, a "social brand" was developed as a vehicle for these core beliefs and the messages about inclusion that the brand will represent. This brand is designed to be used broadly, possibly beyond DDRC's own scope, to carry the concept of connection and community inclusion as far and deeply as possible.

Computerized Cops

percent complete along its course of implementation. Of the five tracking modules in operation, the Volunteer module has been operating for two years. The Community Respite Network module has been installed in both remote sites – two training sessions have been held with staff. All 120 provider records have been entered. The Intake module has been installed with training to follow while Community Development's paper data will be entered after it has been compiled for inputting. The Client module has 200 partial paper records entered. This information makes up five of the 17 screens. Several reports have been produced to show its tracking & monitoring capability for keeping information current. The paper filing system is being revised to complement the electronic one.

tion functions and Board /Committee support and involvement.

Other highlights of the Volunteer program this past year include:

- ✓ Nine volunteers supported 17 different clients giving them 316 hours of their time; 4 volunteers worked with 3 groups of clients for 55 hours.
- ✓ Five volunteers took four different training courses through DDRC.
- ✓ Four youths chose DDRC to complete their community service requirements which included working on general maintenance and learning about DDRC.
- ✓ The eight volunteers with the Kids on the Block program provided 637 hours, presenting information on disabilities using puppets to approximately 1,500 elementary schools students in and around Calgary.

Human Resources

DDRC recognizes that well-equipped employees are the heart of a successful organization. This past year, the Agency continued to strive in the direction of becoming an “employer of choice”, and was pleased to see a significant decrease in staff turnover. Other highlights include:

- ✓ DDRC's Staff Wellness Day had a theme of “Family, Fun, and Friendship” and was well attended by DDRC staff. With support and donations from the community, many of those who attended left with door prizes and gifts. Service Awards were presented to 23 staff members and included three 20-year awards, two 15-year awards, and ten five-year awards.
- ✓ A comprehensive benefits review was completed to ensure employees of DDRC receive the best available group benefits coverage.
- ✓ The revision and update of all position descriptions was completed. DDRC's Compensation and Benefits Committee began the evaluation process and job clusters will be updated based on this evaluation.
- ✓ A personnel file audit was conducted to ensure that

DDRC VALUES ITS EMPLOYEES : Everyone was a winner at the 2001 Staff Wellness and Appreciation Day on November 12, 2001. Pictured below are Wellness Day Committee members Kery Trach and Marj Lower, and staff member Karen Lang, winner of the 50/50 draw. The committee secured more than 100 gifts and presented excellent prizes at the 2001 event.



Financial Statements

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2001-2002

Income Statement

For the financial year ended 31st December 2002

The accompanying financial statements of the company are prepared on a going concern basis. The company's financial statements are prepared in accordance with the provisions of the Companies Act 1985 and the Companies (Accounts) Regulations 2008. The financial statements are prepared on a historical cost basis. The company's financial statements are prepared in accordance with the provisions of the Companies Act 1985 and the Companies (Accounts) Regulations 2008. The financial statements are prepared on a historical cost basis.

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[Signature]
Director

Condensed Financial Report

Combined Statement of Current Operations

| | Family Support Services | Community Learning | Career & Leisure | Administrative | Sub-Total | Business Ventures | 2021 | 2020 |
|--|-------------------------|--------------------|------------------|----------------|-------------|-------------------|-------------|-------------|
| Provincial Grants | \$817,000 | \$1,390,000 | \$4,410,000 | \$880,000 | \$7,507,000 | 0 | \$7,507,000 | \$7,390,000 |
| Resource Development and Flowers of Hope | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 50,000 |
| Other | 485,000 | 500,000 | 460,000 | 90,000 | 1,100,000 | 2,990,000 | 4,095,000 | 4,110,000 |
| | 1,302,000 | 1,440,000 | 4,870,000 | 970,000 | 8,602,000 | 2,990,000 | 11,600,000 | 11,560,000 |
| Expenditures | 1,271,000 | 1,390,000 | 4,760,000 | 970,000 | 8,400,000 | 3,190,000 | 11,600,000 | 11,730,000 |
| Surplus (Deficit) | \$30,000 | \$50,000 | \$100,000 | \$0 | \$190,000 | (\$190,000) | 0 | (\$163,000) |

* Net of fundraising expenses of \$192,042

Combined Balance Sheet

Assets

| | | |
|---------------|-------------|-------------|
| Operating | \$1,032,000 | \$1,180,000 |
| Capital Asset | 3,127,000 | 3,400,000 |
| | \$4,159,000 | \$4,580,000 |

Liabilities

| | | |
|-----------|-----------|-------------|
| Operating | 1,217,000 | \$1,520,000 |
| Long Term | | 140,000 |
| | 1,217,000 | 1,660,000 |

Agency-Owned Businesses

Advance Industries

Advance Industries is a manufacturing facility located in the foothills industrial area of southeast Calgary. Advance Industries operates four separate businesses:

Rocky Mountain Cedar Products

SweetWater Creations™

Sewing Contractors

Stake & Lath

Total revenue for all four companies this fiscal year is expected to be \$2 million, which represents a 13.8 percent growth in sales from the last fiscal year.

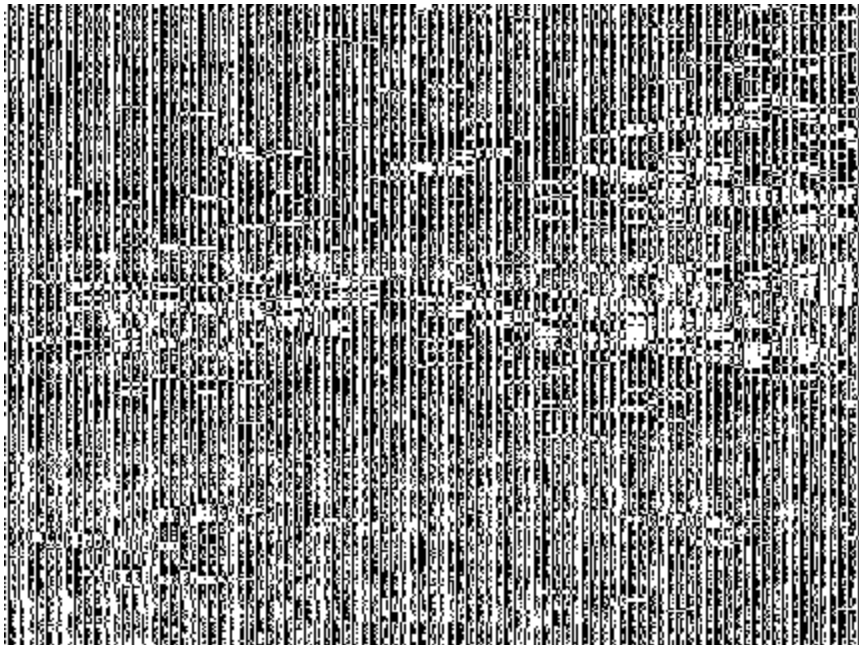
The departments are growing rapidly with consistent growth in sales in all areas. There have been many changes this past year such as replacing production managers with individuals with direct experience in the industry. With the expertise of two individual consultants, revisions have been made to quoting and inventory methods, staff efficiencies, costing summaries, and pricing which are all part of our daily and monthly routines.

Advance Industries manufactures products for companies and individuals across Canada and USA. For Rocky Mountain Cedar Products and SweetWater Creations™, products are sold through distributors. Sewing Contractors has a full-time in-house sales representative, and Stake & Lath provides customer service through walk-in sales and order desk service. Customers can learn about products through the Advance Industries website – www.advance-industries.com – with links to all four companies.

During busy months, Advance Industries employs as many as 60 people, 10 per cent of which are people with developmental disabilities.

Throughout the year, each business takes advantage of promotional opportunities. These include Can-Am, a western retail show, which is attended by SweetWater Creations, and Wine Fest in Vancouver which is an international show specific to the wine industry and is attended by Rocky Mountain Cedar Products. SweetWater Creations was featured at var-

SweetWater Creations' line of fine women's wear is enjoying growing attention and an expanding list of high-profile customers, like the Calgary Stampede and Exhibition. Pictured here wearing their SweetWater outfits is Stampede Queen Maria Heintz along with Stampede Princesses Alison Collins and Lisa McNiven.



was nominated for the YWCA's "Women of Distinction" award in the entrepreneur and professions category.

- ✓ Two separate articles featuring SweetWater Creations ran in the 5:01 magazine, which ran as a supplement in the Globe and Mail.
- ✓ Ads were placed in the Ontario Fashion Exhibitors Buyer's Guide.
- ✓ Sewing Contractors department received significant business from promotional companies that in the past dealt with off-shore companies. This business' reputation is changing from a producer of aprons, tote bags and bandana's to being a quality manufacturer, capable of sewing a variety of products from fine ladies clothing to heavy-duty fabrics.
- ✓ Stake & Lath has added a one-stop shopping component in which customers are now able to pick up various other supplies.
- ✓ Rocky Mountain Cedar Products filled many custom orders this year thanks to the work of distributors Ken Squirrel from "The Wine Box" and Marc Brooker from "Wine Worx".
- ✓ Advance Industries hosted fashion studies students from Lethbridge Community College and Sundre College who toured the sewing department on two separate occasions.

Bow Catering

This business has experienced many changes during 2001-2002. A highlight was the hiring of Executive Chef John Cruikshank in July. John's expertise in the restaurant industry has brought Bow Catering to a higher level of culinary excellence.

Despite a downturn experienced by the entire service industry this past year, business has been encouraging for Bow Catering with alliances formed with a facilities management company and a downtown concierge service. A listing on the website www.calgaryareas.com and an increased number of hits on the Bow Catering website has added several new

Construction. During Stampede Week last July, Chickwagon hired Bow to feed a group at the Rangeland every evening for the 10-day event.

In addition to catering activities, Bow's Executive Gift department added two new home builders to the client base.

In-Home Support Services

In-Home Support Services experienced steady growth and again increased its market share in a year that otherwise saw a slight decrease in the overall access to homecare in Calgary. The website www.inhomesupportservices.com has been successful in attracting both new clients and in recruiting new staff.

In-Home Support Services occupies an important role within DDRC by providing respite care to clients with developmental disabilities that fall under DDRC's mandate, and by providing homecare to a wide variety of clients ranging from newborns to seniors. Many In-Home staff provide care to both populations, and an increasing number of clients receive funding from both the Calgary Health Region and from Children's Services or PDD. The entire In-Home Support Services team has earned an excellent reputation with funders, individuals receiving service and their families and friends for the organization's ability to provide dependable, quality, skilled and cost-effective care.

Achievement & Celebration

On May 8, 2001, DDRC hosted its sixth annual **Awards of Distinction** and presented awards to 18 individuals and organizations for outstanding achievement and increasing opportunities for people with developmental disabilities. This year's celebration took place at the Strathcona Christie Community Centre and featured A-Channel's Elaine Yong as guest presenter.

2001 Awards of Distinction

INDIVIDUAL AWARDS OF EXCELLENCE

| | |
|------------------|---|
| Winner: | Damien Dortch |
| Awards of Merit: | Ginette Desbiens |
| Awards of Merit: | Jeff Morrison |
| Award of Merit: | Terri-Lynne McGrandle & Nathan Hanen |

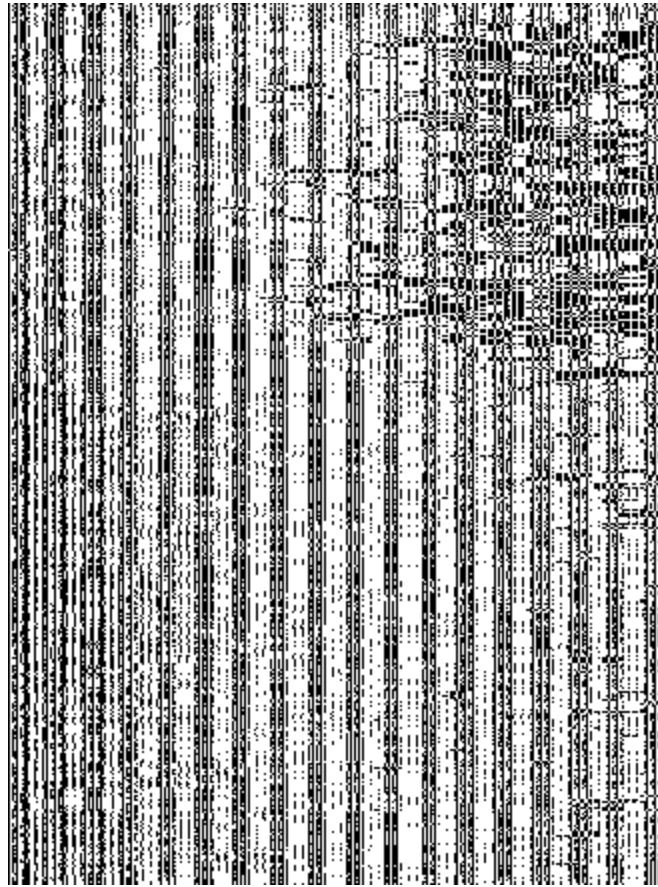
EMPLOYER AWARD

| | |
|---------------------|------------------------------|
| Winner: | Cineplex Odeon |
| Award of Merit: | The Oak Tree |
| Honourable Mention: | SAIT Wellness Centre |
| Honourable Mention: | Springbrook Manufacturing |

COMMUNITY SPIRIT AWARD

Sponsored by First Calgary Savings

| | |
|-----------------|--|
| Winner: | The Calgary Birth Control Association |
| Award of Merit: | Dr. E.W. Coffin School & Janet Johnstone School |



Ginette Desbiens proudly displays her Award of Merit with the A-Channel's Elaine Yong. A valued employee of The Gap, Ginette's 10 years with DDRC has seen a strong growth in employment and lifestyle accomplishments. Through her job and personal connections, she finds herself with lots of friends, and she really enjoys the staff discounts in addition to her salary. She looks forward to an increasingly independent lifestyle.

DDRC's Honourary and Life Members

LIFE MEMBERS

Sybil & Harry Cook
Dorothy Dickieson
Berta Fisher
Emily Follensbee
Marie Gallagher
Shirley Housden

MEMBERS

Davina Ames
Kae Baugh
Pauline Knapik

HONOURED MEMBERS (DECEASED)

Percie Dickieson

Development & Partnerships

The fundraising and relationship-building arm of DDRC is pleased to acknowledge those who make our work possible. The Agency is fortunate to have the tangible support of so many organizations and individuals. Fifty years of important work on behalf of Calgarians with disabilities and their families could not have occurred without these partners. Following are examples of outstanding leadership and innovation in partnership.

Matching Funds

The Agency gratefully receives the continuing assistance of an **anonymous donor**. Support from this donor provides an excellent incentive to other donors, offering 50 percent in matching funds. This incentive-based arrangement adds tremendous value to every capital or project donation received by the Agency. These resources have been especially instrumental in the creation of innovative projects which respond to emerging needs and promote DDRC's overall objective of increased inclusion.

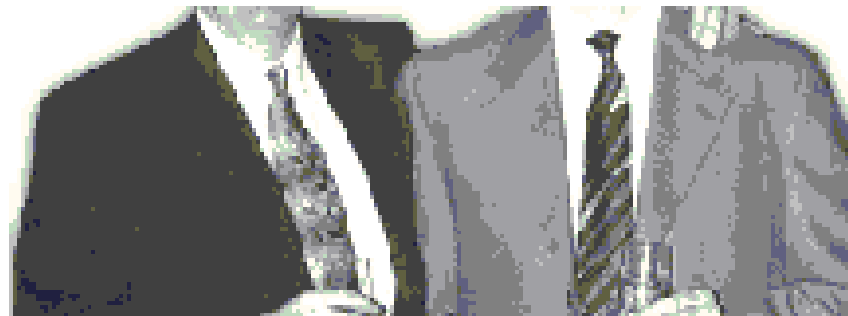
Five Year

In addition, and in partnership with the Calgary Herald, AEC has also provided marketing and advertising support for public awareness initiatives. DDRC was pleased to learn that this long-term commitment will continue to be honoured by Encana, the new Canadian oil entity resulting from the merger of AEC and Pan-Canadian.

Business Luncheon Series

The Canadian Western Bank continues to support DDRC's business luncheon series. This innovative organization has supported the Agency in the research of guest speakers, providing valuable connections and encouragement, as well as direct sponsorship.

Centron Construction is one of many corporate entities that recognizes the work done by DDRC and has gone out of its way to support this work. Centron's relationship with DDRC goes back to 1993 when this company assisted with the transformation of former sheltered workshops into profit generating businesses in support of the agency's work (see pages 16 & 17). In the spring of 2001, DDRC was pleased to nominate Centron for Volunteer Calgary's Leadership Awards, which led to the prestigious Leadership in Business Award. Shown here is President Bob Harris and Vice-President Cole Harris enjoying the moment.



Petro-Canada Computer Learning Information Centre

Petro-Canada continued to offer ongoing support to DDRC. As an insightful and steadfast partner, Petro-Canada furthers career opportunities for individuals accessing DDRC's services. In addition, Petro-Canada continues to offer valuable support to the Petro-Canada Computer Learning Information Centre (CLIC), a centre that offers computer based learning and technological skill development to individuals with developmental disabilities.

Community Investment

The Agency has also continued to benefit from the support of **First Calgary Savings**. First Calgary has been a key supporter of the Investors Group Earl Grey Vipond Charity Golf Classic and DDRC's Annual Awards of Distinction. First Calgary's commitment to DDRC's endeavors is also reflected in their constant support and promotion of the agency within their own organization, and their use and promotion of Bow Catering, a business owned and operated by DDRC.

DDRC's partnership with the **Royal Bank** has continued to provide valuable opportunities for individual job and career opportunities for those the Agency serves. The Royal Bank continues to be a key partner in DDRC's ongoing efforts.

Talisman Energy Inc. responds to innovative projects that enhance the lives of people with developmental disabilities. Their contribution to unique funding requests has been vital to the success of spe-

Community

The Investors Group Earl Grey Vipond Charity Golf Classic, held in June 2001, represented the twenty-first year of this event. Committee members are a valuable part of DDRC community through planning and executing this initiative. The tournament is not only an important fundraising event – it also raises DDRC's profile within the business community. Committee members are Garry Cook, Keith Degenstein, Rene Desmarais, Peter Aiello, Rob Proud, Doug Ripley, Doug Spark, and Committee Chair Bruce McBean. Sincere thanks are extended to the **Earl Grey Golf Club** and their members and to the **Investors Group** for their support of this event.

Building Key Relationships

The Independence Through Enterprise Corporate Campaign continues to raise significant dollars in support of community building endeavors. A number of corporations and businesses have generously contributed to this campaign, collectively making a significant difference in the lives of people with developmental disabilities. Funds raised continue to be managed and invested by the Developmental Disabilities Resource Foundation.

Several community foundations offered DDRC invaluable support enabling innovative projects and community developments to be initiated. Special thanks to these organizations:

- ✓ Bank of Montreal "Fountain of Hope Foundation"
- ✓ BP Foundation
- ✓ Bumper Foundation
- ✓ Charles C. Reid Memorial Foundation

assistance through the **Watson Family Foundation Fund**. This special fund was established for families with young children who may have been unable to access to financial support through other avenues.

The Venture Fund, a unique arrangement established by two DDRC employees, provides start-up financing for individuals with developmental disabilities interested in starting a small business.

DDRC's goal of building welcoming and diverse communities could not happen without the support and contributions of individuals, foundations and organizations. We are sincerely grateful to all of them for their efforts to make a difference in the lives of people with developmental disabilities.

Our Contributors

We are pleased to acknowledge all our contributors. As we face the next year and the financial challenges that lie before us, we are extremely mindful of our greatest strength, which is the quality of relationships we have with the people and organizations that support our work. We look forward to working together in building a more inclusive community.

Individual, Family and Corporate Donors

Alberta Energy Co.
Anadarko Choices Employee Trust
Shelley Asserson
Bank of Montreal (Fountain of Hope)
Beaver Drilling Ltd.
Canadian Natural Resources Ltd.
DPH Engineering Inc.
Encana
Enerflex Systems Ltd.
EOG Resources Canada Inc.
First Energy Capital Corp.
Mr. & Mrs. Ron Funke
Gleichen/Cluny/United Fund

Mount Royal College
Nexen Inc.
Petro-Canada
Erwin Pries
Scott Ramsey
Steven Reilly
Royal LePage
Shaganappi Insurance Agency
Judy Steele
John Stephure
Sunlife Financial
Talisman Energy Inc.
Telus Communications
United Way Donor Choice
VECO Alberta Ltd.

Contributors to the Fisher Memorial

Kevin

Donors to Wellness Day 2001

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Bass Brothers
Boston Pizza, Sarcee Trail location
Boston Pizza, Westbrook location
Bow Catering
Bowrings, Signal Hill
Calgary Co-Op, Northeast location
Calgary Flames
Cdn. Resources Shipping Corp.
Chuck Drake
Co-Operators Insurance
CP Rail
Fairmont-Palliser Hotel
Four Points Sheraton, N.W. location
Kelsey's Restaurant, Signal Hill Location
Lammle's Western Wear
Lite 96
London Drugs, Richmond Road location
McDonalds Restaurants
Microcell Solution
Monarch Messenger
Montana's Restaurant Signal Hill location
Mountainview Massage
Okotoks Inn
Pellegrino Family
Pepsi Cola
Piece of the Peak
Pink Lime Cosmopolitan Salon, Richmond location
Pita Pit
Pizza Hut, 37 St. location
Red Carpet Coffee
Safeway, Westbrook
Sarcee Pharmacy
Smurit-MBI
Stadium Nissan
Telus Communications
The Flower Market
The Keg Restaurants
Urban Waters
Wendy's Restaurants of Canada

Investors Group/Earl Grey Vipond Charity Golf Classic Committee Members

Donors to 2001 Investors Group/Earl Grey Vipond Charity Golf Classic

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Fred & Cheryl Pynn
George W. Stockus
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Vermilion Resources Ltd.
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