

Annual Report 2004-2005

Agency Profile

The **Developmental Disabilities Resource Centre of Calgary (DDRC)** is a non-profit, charitable organization dedicated to facilitating the inclusion of people with developmental disabilities in the community in real and meaningful ways. DDRC not only provides programs and services to support children and adults with developmental disabilities, but also exists as a resource centre to the general public to support the inclusion of all people in the Calgary community.

Operating under the direction of a volunteer Board of Directors, DDRC's activities are funded through government contracts, fees for service, products and services from agency-owned businesses, fundraising events, corporate partnerships, and individual donations.

Our business number is 10683 0060 RR0001.

DDRC Board of Directors 2004 – 2005

President:	Keith Seel
Past President:	Vacant
Vice President:	Catherine Pearl
Treasurer:	Dominic Proctor
Secretary:	Janet Hutchinson
Directors:	Joan Bruch; Debbie Hannah; George Kesteven; Junaid Malik; Steven Reilly; Scott Sangster; Lloyd Thornhill; and Sue Wood
Recording Secretary:	Shannon Dunning
Executive Director:	Patty Morris

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President and Executive Director's Summary

During this past year, the **Developmental Disabilities Resource Centre of Calgary (DDRC)** proudly adopted a new vision – ***everyone belongs***. In its elegant simplicity, the vision speaks volumes about what we, as an organization, have come to know as not only possible, but essential. The vision, as any good vision should, paints the picture of a world which we know will be different - and better. It reflects an understanding, informed by experience, that inclusion and belonging are not just good for people with developmental disabilities,

Inclusive Communities

are ones where all people, including people with developmental disabilities, can live in homes of their choice, attend neighbourhood schools, secure real jobs, and have friends.

- DDRC

but essential for *all* community - a recognition that healthy communities are inclusive communities; communities that do a better job of caring for all citizens. The vision also reflects DDRC's commitment to act as a leader, a resource, a contributor and catalyst in the broader movement to strengthen and enable community.

Inspired by the richly imagined future articulated in the vision everyone belongs, DDRC team members alongside those we support and with the assistance of many community partners, continued to engage, encourage, and enable others to open up to the possibilities we believe in so firmly. Once again, these efforts realized positive change that we are delighted to share with you in this report.

While the report provides greater detail, highlights of some of the efforts and accomplishments reflective of this sense of possibility include:

- Once again, DDRC realized **record employment statistics**. With 63 per cent of those we support now competitively

employed, DDRC surpassed by 35 per cent, the national average of employment for people with developmental disabilities, which is reported to be 28 per cent;*

- In the second year of the partnership, Actively Building Capacity for Diversity (ABCD), the Calgary Board of Education and DDRC's Inclusive Schools Initiative were awarded the **Inclusive Education Recognition Award** from the Canadian Association of Community Living (CACL) and the Alberta Association of Community Living (AACL). Impressively, Naomi Johnson, CBE Area 5 Director also noted a substantive decrease in the number of requests for special placements of students and concurrent rise in expectations of parents for inclusive opportunities;
- DDRC was invited to participate in a **pan-Canadian working group** of committed writers, thinkers, and leaders beginning to pool national resources for the purpose of addressing profound loneliness and isolation in the lives of citizens with disabilities;
- DDRC was delighted to welcome **Darryl and Wanda Sutter as Ambassadors of *everyone belongs*TM** our social marketing campaign. Their commitment, born out of their deep belief in the principles of inclusion both as community members, and as parents of a child with a disability, extended to include the development of a 30-second television commercial ***Underestimated***. The commercial received 80 per cent exposure to viewers in the Calgary market;
- DDRC was pleased to share our growing knowledge about inclusion with many local partners such as in **Grande Prairie**

and **Wainwright**, with national partners such as those in **Ottawa** and **Toronto**, and extending more broadly to other partners such as those in **Reno, Chicago, Milwaukee and Seattle**.

- DDRC achieved **Creating Excellence Together (CET) certification** and accreditation from the Alberta Association of Rehabilitation Centres and accreditation by the Canadian Council of Health Services Accreditation; and
- Perhaps most importantly, DDRC continued to be in the privileged position of witnessing the power of people achieving their goals and the transformation of community, as people continue to take their rightful place alongside other citizens. The stories of their journeys will continue to be fundamental; allowing others to imagine a richer community life.

In addition to services, DDRC had many **personal accomplishments by staff** – far too many to mention. In addition to a celebration of 20-years employment (Judy Long) and 25 years of employment (Teresa Schwarz), DDRC was pleased to have one of our own (Denise Morrell) selected as one of three western voluntary sector recipients of the Muttart Fellowship for 2005. We were also delighted to have another team member (Judy Hellevang) receive the Council of Canadians with Disabilities Award, an Award which recognizes dedication and integrity in the continuing pursuit of full participation in society for persons with disabilities. In addition to this honor, Judy was also once again selected to participate as a member of the Premier's Council on the Status of Persons with Disabilities.

DDRC continued to benefit from the support of **two successful business ventures**,

Bow Catering and Executive Gifts and In-Home Support Services. These businesses both act as a model of exemplary workplace practices, which value diversity in the workplace, and serve as a means of generating revenue to support agency demonstration projects. This year the businesses, collectively contributed more than \$160,000 to projects which have become fundamental to the achievement of DDRC's vision.

DDRC's success is hinged on the contribution of so many, beginning with the people with developmental disabilities and their families who teach us each day about their lives and ambitions and who have extended to us the privilege of walking this path with them. DDRC is also fortunate to have a corps of staff who are deeply dedicated to helping people live lives rich in meaning and relationship. Our sincere thanks is extended to each one of these team members. Increasingly, we are buoyed by community members – employers, neighbours, fellow students, educators, policy makers, individual citizens who have come to live the ideals of a community where **everyone belongs™** and growing richer for it.

DDRC is also extremely fortunate to have a number of volunteers, including 17 Directors who collectively provide guidance and stewardship with respect to the Agency and Foundation. This past year, the Board of Directors' influence extended as they worked to address issues related to funding, wages and quality of services. Recognizing the benefits of working with others, the DDRC Board played a leadership role in bringing together other Board Chairs to promote a collaborative effort toward improving services for individuals with developmental disabilities.

In this annual report and in our efforts each day, we hope that you will continue to witness the stories of community – stories not just about people with developmental disabilities, but also those friends, neighbours, fellow students, teachers and employers who have experienced the

rewards of authentic connection. Through our efforts and these stories, we hope to create a chorus of voices, and a core of conviction. Together, we hope to form a collective voice for the possibility of community – a community where **everyone belongs™**.



Keith Seel
President



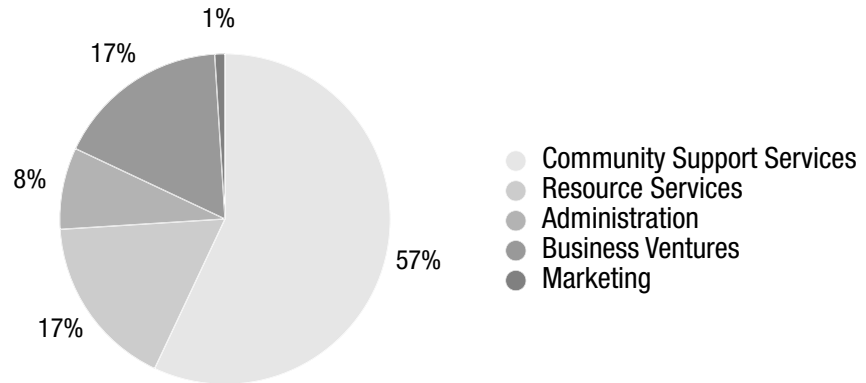
Patty Morris
Executive Director

** Information obtained from Social Development Canada with information from Statistics Canada.*

Fiscal Year at a Glance

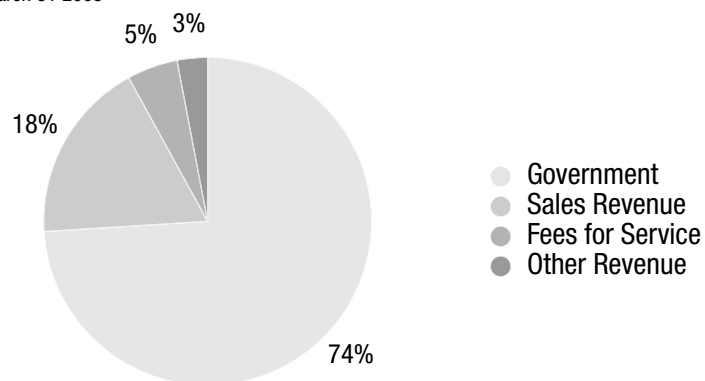
2004 - 2005 Expenditures

Year Ended March 31 2005



2004 - 2005 Sources of Funding and Revenue

Year Ended March 31 2005



**Effective April 1 2004 recording and receipting of all donations for DDRC were made through DDRF our fundraising foundation*

Condensed Financial Report

Combined Statement of Current Operations

	Resource Services	Community Support Services	Administration	Resource Develop. & Marketing	Sub-Total	Business Ventures	2005 Total	2004 Total
Revenues								
Provincial Grants	\$1,018,577	\$6,108,851	\$804,463	\$88,496	\$8,020,387	\$0	\$8,020,387	\$7,308,894
Other	706,717	37,866	32,347	0	776,930	2,037,347	2,814,277	3,511,564
	<u>1,725,294</u>	<u>6,146,717</u>	<u>836,810</u>	<u>88,496</u>	<u>8,797,317</u>	<u>2,037,347</u>	<u>10,834,664</u>	<u>10,820,458</u>
Expenditures	1,791,409	6,155,644	870,941	119,899	8,937,893	1,876,811	10,814,704	10,446,078
Surplus (Deficit) from Continuing Operations	-\$66,115	-\$8,927	-\$34,131	-\$31,403	-\$140,576	\$160,536	\$19,960	\$374,380
Transfer to DDRF								-548,750
Discontinued Operations						0	0	189,882
Surplus (Deficit)	(\$66,115)	-\$8,927	(\$34,131)	-\$31,403	-\$140,576	\$160,536	\$19,960	\$15,512
Combined Balance Sheet								
Assets								
Operating							\$778,886	\$961,044
Capital Assets							2,221,941	2,258,096
							<u>\$3,000,827</u>	<u>\$3,219,140</u>
Liabilities								
Operating							692,801	859,088
Fund Balances								
Invested in Capital Assets							2,221,942	2,258,095
Internally Restricted							20,402	20,402
Unrestricted Deficit							65,682	81,554
							2,308,026	2,360,051
							\$3,000,827	\$3,219,140

The summarized statements presented above do not contain all the disclosures required by Canadian generally accepted accounting principles. For more information on the organization's financial position, results of operations and cash flows, reference should be made to the related complete financial statements. These statements can be obtained by contacting the Developmental Disabilities Resource Centre of Calgary (DDRC).

Effective April 1, 2004, recording and receipting of all donations for DDRC were made through DDRF - our fundraising foundation.

We would like to thank all our donors for their continued support for DDRC and its programs.

DDRC Programs and Services

Advisory Committee

The *DDRC Advisory Committee* is a critical committee, providing advice to the DDRC Board of Directors and employees regarding Agency policy, services and programs. It comprises adults with developmental disabilities who have an interest in programs, services, policies, and issues that affect their lives. One member of the committee is appointed to the DDRC Board of Directors.

Highlights of the year include:

- The committee reviewed and made recommendations on a workshop presented by DDRC staff members entitled Recognizing Abuse;
- The committee reviewed and made recommendations for change to the Client Satisfaction Survey;
- A presentation by the committee to a B'nai B'rith Youth Organization conference. The topic was Living with a Developmental Disability, and was attended by 70 young people. The group subsequently held a fundraising dance in Edmonton which generated a donation to the DDRC;
- Committee members attended the Persons with Developmental Disabilities (PDD) Q & A session asking PDD representatives about issues of concern;
- Provided feedback on DDRC's new values and mission statements;
- Completed annual reviews of the Client Rights Statement, DDRC Client Handbook and the Advisory Committee Charter; and
- Maintained representation on the City of Calgary planning committee for the United Nations International Day of Disabled Persons 2005.

Central Intake and Resources

Central Intake and Resources provides comprehensive access to information, resources, programs, and services. It works as an immediate source of information and provides resources to families, and other professionals seeking information. In addition, the central intake coordinator works to ensure that families experience ease of access into any of DDRC's programs and services while also working to ensure that any interested person has quick access to resources.

Highlights of the year include:

- An average of 13 intakes to DDRC services per month compared to 11 in 2003-2004;
- Approximately 110 inquiries were responded to each month; and
- Participation in 21 resource fairs to share information with families, community members, and professionals representing a 38 per cent increase from 2003-2004.

Personal Planning

The *Planning & Support* team facilitates Roles Based Planning meetings with adults served by Community Supports programs. By engaging clients and their support networks in an individualized planning process, clients are able to establish clear goals that they wish to pursue over the subsequent year. In essence, goals established through the Roles Based Planning process form the cornerstone of service delivery. Since its initiation in 2001, Roles Based Planning has dramatically improved outcomes for clients and played a significant role in tearing down negative stereotypes about people with disabilities.

Highlights of the year include:

- Receiving an inquiry from John O'Brien (one of the founding fathers of Person Centred Planning) about DDRC's Roles

Based Planning due to the successes it has achieved;

- Seeing further increases in client employment rates, wages, types of jobs, and in developing relationships within the community;
- Being invited to speak about Roles Based Planning at the 2005 AARC Conference; and
- Developing Roles Based Planning tools and resources for marketing.

We (my family, my home support and DDRC staff) come together every year because it is important to plan. This year I wanted to talk about my long hours at work. My sister and I spoke before the meeting and we decided that maybe I need better balance in my life. In the meeting, Jessie wrote about things I was interested in from my job interests to playing ping pong and going swimming. We also talked about my health. Now I am looking for a new and different job and finding time for fitness.

Siu Ping Shum – DDRC client

Community Support Services (CSS)

Community Support Services (CSS) includes the Community Living Network, Participation in Academic and Career Exploration (PACE), and Career and Leisure Services.

Career and Leisure Services provides support to approximately 159 clients, and annual planning with each client allows for the creation of individual goals. Staff work alongside clients to achieve goals and to break down barriers. The past year continues to reflect the many opportunities in our journey towards inclusion.

Stories that demonstrate the ever increasing richness of lives being integrated into the fabric of community life are abundant as our clients are being more and more enabled to lead ordinary lives:

Rhonda Kottusch has been volunteering three years at the Street Team Safe House Society. While gaining valuable office experience, Rhonda also made friends with other volunteers. Although non-verbal, Rhonda uses an augmentative communication device called a Chat PC which provides her with a voice. By being able to engage in conversation, Rhonda is able to reciprocate regularly with her colleagues.

Heather Mohn, an avid gardener has been volunteering at the Salvation Army Children's Village attending to the needs of the numerous tropical plants. Following her shift, Heather walks across the street to Coffee Cats where she is welcomed as a regular customer. After finishing her coffee and visit, Heather catches her ride home.

Tom Wildey, who works at London Drugs says, I like the hours. I like the staff, the people I work with. I help them in the back. It's not too far. I don't have to take the bus. I get good pay. It's really fun there.

After my planning meeting I went to Denine's office. I was thinking about my meeting and how she said it was her job to listen to me and that what I wanted was important. I told her that I needed more support at my work, and she made sure this was added to my plan.

Ken Dowler – DDRC client

Not only are our stories testimony to our vision statement, our outcome measures verified what we knew was already happening:

Thank you

so much for spending the time brainstorming some ideas of things that we can do.

From a supportive roommate inquiring about inclusive activities and resources

Outcomes for Career and Leisure Services based on 159 clients

OUTCOMES	March 2002	March 2003	March 2004	March 2005
Percentage employed.	35%	42%	49%	62%
Average wage per hour.	\$5.17	\$6.08	\$6.78	\$7.35
Percentage who are engaged in both employment AND volunteer roles.	NA	NA	14%	19%
Percentage who are not employed but who volunteer.	NA	NA	33%	25%
Percentage of clients that pursue 100 per cent of their activities in a fully inclusive manner during program support hours.	NA	43%	62%	90%

Participation in Academic and Career Exploration (PACE)

PACE is a short-term transition program supporting young adults finishing high school. Staff typically meet and support clients in their local neighbourhoods at libraries, schools, community services, and job sites. Since its beginning in 1996, *PACE* has assisted more than 55 young adults to take their place in the working world.

Highlights from the year include:

- Client employment rose from 55 per cent in 2004 to 71 per cent this year representing an increase of 16 per cent;
- Average client wages increased from \$7.26 to \$7.41 per hour;
- One individual opened a small business, participated in entrepreneurship training, and secured contracts with two companies shredding confidential material;
- One individual was supported to pursue his interest in acting and accessed resources that allowed for the creation of

a music video that was presented at the Disability Film Festival.

Matthew Duckett joined the PACE program late in 2003. In September 2004, Matthew obtained full-time employment at McDonalds and now oversees one area of the restaurant. Matthew has leapt many hurdles that naturally arise when young people secure full-time jobs and are developing an understanding of work responsibilities. He is currently negotiating with his manager for even more hours. When asked by one of his managers why he wanted to work extra hours, he replied that he wanted to buy a new laptop computer and needed more money to do it. Matthew is also working towards moving out from his parents' home to a more independent lifestyle and will need more finances to make this dream a reality. Matthew has many other dreams that he would like to make happen too.

Churchill Park Family Care Society counts on Scott Galenzoski to keep their internal mail moving between eight community locations. Scott works every Tuesday and Thursday. The money is good says Scott but, the people are great.

Career Consulting

DDRC's *career consultants* offer focused consultation and training to clients and staff with respect to job search (résumé and interview preparation), on-the-job coaching and training, as well as networking with potential employers. Additionally, the career consultants oversee the partnership with Alberta Association for Community Living (AACL) coordinating the Rotary Employment Partnership Project: Rotarian's asking Rotarian's to hire people with developmental disabilities. This partnership is province-wide, and DDRC coordinates with other service providers in Calgary to find employees with disabilities for a Rotarian owned business.

Highlights from client/staff training sessions include:

- 10 Market Driven Employment Development workshops;
- 20 Drop-in Training compared to only 12 in 2003-2004;
- Four Interview Skills workshops – a new workshop offering; and
- Three Health and Safety workshops.

Perhaps the most important workshop that we attended was the interview skills workshop. Before I attended this workshop I was unsure of my role in the interview and how I could best help my client. After a mock interview and a feedback session with the career consultants, I felt better prepared and confident with myself and my role in the interview process. Without attending these workshops and learning the skills that I did, we would not have

been as prepared and as successful as we were.

Tracie Smith, CRW, DDRC

Community Living Network (CLN)

For many, the word home means much more than a roof over one's head. Home for many of us is a sanctuary, a place to retreat, a place where one can be one's self, where people connect, and community is built. The *Community Living Network* program (CLN) understands the importance of creating a home. In fact, CLN is designed to assist adults to create a home that speaks uniquely to their ideals of home and community. The CLN program supports approximately 80 individuals, each of whom, through an individual planning process, determines the kind of living situation they desire. Some individuals choose to purchase a home, others may choose to live with a supportive room-mate. In many instances, long term relationships develop, as individuals have the opportunity to meet neighbours and develop a sense of community.

Highlights of the year include:

- CLN was challenged this year to respond to individuals who are aging and requiring increased support. Working with health professionals and community resources, the CLN program continued to respond to individuals wishing to live in their home and community as long as possible;

Robert and Brenda Moore will be celebrating their 22nd year of marriage this year.

They were married on July 17, 1982 in Water Valley at Brenda's parents' summer home.

Robert says it was love at first sight when he met Brenda, and Brenda said she remembers

Robert was the kindest man she had ever met.

Robert and Brenda have faced many

challenges over the years but continue to

really enjoy spending time with each other.

They both agree that since moving in with a

home support family complete with three

young daughters a few years ago, their life

together is greatly enriched. Robert and

Brenda often refer to their home supports as a

big brother and sister that they can count on

when they need help.

- CLN provided training to supportive room-mates to enhance their knowledge and skill in providing support.

The Inclusive Schools Initiative

DDRC's *Inclusive Schools Initiative* is in the second year of a three year partnership project with the Calgary Board of Education. The project, Actively Building Capacity for Diversity (ABCD), operates in Area 5 of the Calgary Board, which comprises 47 schools, kindergarten through Grade 12. It also works in close partnership with another project, funded by Alberta Learning, called The Alberta Initiative for School Improvement (AISI). There are nine educators employed with the AISI Area 5 project.

Together, these two projects seek to increase and enhance the capacity of schools in Area 5 to include all learners, regardless of ability and learning style.

In the first two years of this project, DDRC has worked with approximately 600 teachers, educational assistants and other educators. As a result DDRC has:

- Directly or indirectly touched the lives of more than 12,000 students;

- Received reports from principals greater acceptance and enthusiasm on the part of staff for the inclusion of diverse students in regular classes; and
- Received reports from teachers that they have acquired new skills and confidence.

Highlights of the year include:

- Through the *Inclusive Schools Initiative* and a local committee called The Circle of Change, 15 local schools have hosted a total of 25 Challenge Days this year. The

positive impacts, and resulting interest, has been so dramatic that a documentary has been made;

- The Bullying Solution (created by CFCN and aired nationally) highlights the benefits of the approach; and
- The awarding to the ABCD project of the Inclusive Education Recognition Award from the Canadian Association for Community Living (CACL)/Alberta Association for Community Living (AACL). This national award was presented to DDRC and Area 5 of the Calgary Board of Education at the annual conference of the AACL in March 2005.

We have noticed a huge decrease in the number of requests from schools for special placement of coded students and a concurrent rise in expectations from parents for inclusive school opportunities.

Naomi Johnson, CBE Area 5 director

Family Support Program

Reaching out to support young families who may be experiencing difficulty in accessing resources or who have a child with an undiagnosed disability continues to be a main focus for the *Family Support* program. The program partnered with others to demonstrate that all children can be included in community based activities, provided there are appropriate supports and a philosophy which is welcoming and inclusive. Primary program activities included several Parent-Child Mother Goose sessions and support work with private day care programs and Family Resource Centres.

Highlights of the year include:

- Partnering with Keeler Family Resource Centre and Families Matter to educate and support staff interested in including all young children and families and providing support and knowledge to parents, particularly immigrant parents, about their child, using an interpreter;

A science teacher

and his educational assistant with the help of the AISI/DDRC Diversity team have been conscientiously working on implementing Tribes (inclusion) activities and cooperative group learning for all of their science classes Grades 7,8, and 9. As a result of this work a student with a disability has been more fully involved with his classmates and engaged in his learning. In human terms we are getting that he is a happier more engaged learner and that he feels a very real sense of belonging that has had a positive impact on his life.

From a local Junior High School

- Facilitating inclusive Parent-Child Mother Goose sessions in both a northwest and a northeast community where there is an absence of programming for young children and their parents;
- Presenting to a committee of the Calgary Regional Association for Quality Child Care on inclusion, the issues and needs at the preschool level; and
- Providing hands-on assistance and support to four day care centres whose staff were struggling with how to include children with either developmental or physical delays in their programs.

Augmentative Communication

Breaking Barriers Opening Doors is the theme of the *Augmentative Communication* department which continues to focus on providing alternative ways to communicate for those who are unable to speak, are not easily understood by others, or have word retrieval challenges. This unique learning environment assists clients to access resource materials, computers, supplies, and equipment to begin developing visual communication systems, including both low and high-tech options. Communication systems developed by the *Augmentative Communication* team in consultation with the PDD Speech Pathologist, assist clients in expanding opportunities to make choices, obtain employment and develop meaningful relationships within the community.

Highlights of the year include:

- Obtaining and implementing an upgraded Boardmaker program which enables visual communication systems to be created in 38 languages;
- Conducting 10 presentations for agency orientation and fundraising events that involved clients in the presentation; and
- Creating and updating a visual agency organizational chart.

New Faces/New Work

This program is specifically designed to assist each participant with job development including: access to generic employment services; job shadowing; job placement; and contact with employers. It is tailored to each individual through an Employment Preparedness Plan focusing directly on the desires and goals of the participants.

Participants gain valuable experience and confidence through pursuing education to enhance job skill sets, applying for jobs and attending job interviews.

Participants that completed the program and are employed, are earning above minimum wage and enjoying new roles as valued employees in an inclusive environment.

Highlights of the year include:

- 16 clients participated in the program;
- 63 per cent success rate of job placement after the first phase;
- Several participants secured their dream jobs;
- An employer advocated for another store to hire a participant;
- An employer altered the job a participant secured within his company to one which better matched the participant's skills and desires; and
- Presenting to the conference Keep on Workin' It! sponsored by the Alberta Association for Supported Employment,

I am very grateful for the successes of augmentative communication in my brother's life...

he is hard of hearing, unable to speak and did not have the opportunity to learn sign language in his younger years. Communicating successfully was limited and definitely very frustrating at times... but now with the help of the augmentative communication he is able to communicate successfully a lot more on his own, using a combination of sign language and visual cues... making him much less frustrated, boosting his confidence enormously and making him a very proud person... he has definitely made big steps. Thank You!

Glenda Coward - Guardian

on Job Marketing in a Thriving Provincial Economy.

Community Development

With funding from Persons with Developmental Disabilities (PDD) Community Capacity Building Funds, *Community Development* doubled its number to two full-time staff. Their work focuses on positioning DDRC as leading the way in becoming a culturally competent agency, and reaching out to the ethno-cultural communities in Calgary.

I expected this project to make a difference

in our Area, but the change has been much deeper and faster than I ever hoped for. Inclusion is now the preferred expectation in our Area.

*Judith Sherin,
steering committee chair*

Highlights of the year include:

- Continued growth and strengthening of the Increasing Community Inclusion Partnership project (ICIP) with Calgary Catholic Immigration Society (CCIS), Calgary Mennonite Centre for Newcomers (CMCN) and Heart of the Northeast Community Solutions Resource;
- 20 ethno-cultural community facilitators from the ICIP project continued to work within their communities doing outreach work, raising awareness about disabilities, and assisting agencies to work in a more culturally competent way;
- In partnership with Children's Link, a parent support group for Immigrant Parents who have a child with a disability was initiated. Due to its success, the group will likely split into two groups shortly - one for parents of pre-teenage kids and another for parents with older children; and
- Eight different workshops with panel discussions were held that were attended by more than 350 people from DDRC, other agencies, and various community groups.

Respite Services

DDRC recognizes the critical importance of families having support to maintain health and wellness. One form of support is providing respite. Respite is a break or time away for parents or guardians; the main purpose is to provide relief for the family while offering a positive and rewarding experience for the child. Respite should be appropriate to the age of the child, honour ethnic and cultural differences, and meet the unique needs of each family.

DDRC provides three different respite options for people with developmental disabilities: the Bow Place Respite Home; Community Respite Network; and In-Home Support Services – a DDRC-owned and operated business.

Bow Place Respite Home

Bow Place Respite Home has been providing a caring, safe, and fun environment for children ages six years and older, and adults with significant developmental disabilities since 1988. With experienced, dedicated, and caring staff working at Bow Place, families can go on vacation knowing that their child will be safe and will have fun. The occupancy at Bow Place has continued to rise with last year boasting an annual occupancy percentage of 73 per cent.

In the fall of 2004, both DDRC and Family Support to Children with Disabilities (FSCD) were informed that PDD requires Bow Place for other services, and therefore the house is currently scheduled to close at the end of September 2005. FSCD has assured families that there will be a viable respite alternative to Bow Place. DDRC has been working diligently with families and FSCD on different respite options.

To this end, DDRC is partnering with the Alberta Association of Community Living (AACL) in a demonstration project targeting families affected by the closure of Bow Place Respite Home. Families will be assisted to plan for and realize the supports

required to meet their respite needs. The knowledge gained in the demonstration project will be used to inform further action in support of enhancing parent choice/control, promoting family wellness, and increasing community inclusion.

Community Respite Network (CRN)

The *Community Respite Network* offers respite tailored to each family's unique needs. The program provides support, promotes family health and wellness, and helps children to remain with their families and in their communities.

Highlights of the year include:

- A 40 per cent increase in the number of families accessing services;
- An 11 per cent increase in the number of new providers recruited;
- A 25 per cent increase in the number of people on the registry able to provide respite;
- Involvement in eight different events which promoted family health and wellness;
- Increased public awareness of respite through three presentations to community groups; and
- Provided a consultative review of the needs of families who access respite through Bow Place Respite Home.

Agency Owned Businesses

Bow Catering and Executive Gifts

In business since 1995, *Bow Catering and Executive Gifts* provides full service catering, mobile catering, full banquet facilities, gift baskets, event planning, and city-wide delivery seven days per week. All revenue generated by *Bow Catering and Executive Gifts* supports the work of DDRC. It is recognized as one of Calgary's best catering services through providing quality food product, and service excellence.

Highlights of the year include:

- A record year with a 66 per cent increase in sales from 2003-2004; and
- An organizational restructuring and new hires in January 2005 which includes a new executive chef/general manager; a new sales and office manager; and a newly revamped position of director of sales and events. These changes will afford a more concentrated focus on external marketing, specifically, direct sales in catering and executive gifts, as well as on internal functions including office management, human resources, and team building.

In-Home Support Services

In-Home Support Services (IHSS) provides quality home care with compassion. IHSS believes in providing holistic care in an unobtrusive manner, and with an emphasis on normal living and wellness rather than on illness. Their caring, qualified staff provide assistance with bathing, dressing, companionship, and homemaking. They provide peace of mind, and the freedom for clients to stay in their homes. *In-*

Home Support Services also provides respite and personal care for children and adults with developmental disabilities in their own homes. Staff can also accompany individuals to leisure activities in their communities, and sibling care is also available.

Highlights of the year include:

- 27,742 hours of respite services provided representing a five per cent increase from 2003-2004;
- 8,280 requests for respite were received;
- Accreditation by the Canadian Council of Health Services Accreditation. The

Jeff, I want to apologize

for everything bad I ever said about your brother [a boy with Down Syndrome] to your face or behind your back. I am so sorry. I will never do that again.

Quote from a student as he addressed his best friend on Challenge Day

accreditation process has led to many quality improvement initiatives including the development of specific policies for children's services;

- A leadership role in the Service Provider Working Group;
- The rebranding of all IHSS marketing materials including a new logo, stationery package, brochures, signage, and a redesigned website; and
- In July IHSS provided childcare for the International Sotos Syndrome Conference held in Calgary. Staff were able to observe first hand the benefits that families derive from networking and sharing experiences with each other.

Administrative Departments

Human Resources

DDRC recognizes the importance of our employees, and understands the vital role each team member has in meeting the

needs of the people we serve. DDRC strives to be the employer of choice to staff by offering market competitive compensation, comprehensive benefits, extensive training opportunities, and career consultation. Employees' thoughts, concerns, and opinions are assessed through an annual, confidential quality of work life survey with staff opinions and ideas continuing to shape our human resource supports

and practices.

Highlights of the year include:

- Employee service awards were presented to 51 staff members who reached their three, five, 10, 15, 20 or 25 year anniversaries with DDRC;

- The implementation of a comprehensive Occupational Health and Safety (OH&S) program through the work of an OH&S committee and employee and leadership consultation;
- Focused efforts to secure wage increases with advocacy from a staff-led retention committee, participation in provincial initiatives, DDRC's Board of Directors, and the senior management team;
- The administering and subsequent completion of the Communication and Quality of Work Life survey; and
- Staff events including a Christmas party, and a community Stampede breakfast.

Marketing Communications

The *Marketing Communications* department at DDRC is responsible for all Agency internal and external marketing communications efforts including employee communications, advertising, public relations, and media relations. This department directly supports DDRC's efforts to increase its public profile, to raise awareness of people with developmental disabilities and community inclusion, and to encourage attitudinal and behavioural changes.

Highlights of the year include:

- A feature article in Business in Calgary magazine in January 2005 profiling DDRC's owned and operated businesses, the Agency, and the **everyone belongs™** social brand;
- The rebranding of marketing materials including a stationery package, brochures, signage, newsletter, templates, and website for DDRC's owned and operated business, In Home Support Services;
- DDRC's 8th annual Awards of Distinction: A Celebration of Inclusion were held in June 2005 at the Epcor Centre for Performing Arts to celebrate individuals, organizations, and businesses who are

New Faces New Work

helped me to get a job. Jude listened to me. She really helped me. I found my dream job. New Faces New Work helped me to focus. I'd like to say thank you to Jude and New Faces New Work.

Participant, John Horne

leading the way in creating inclusive communities for all;

- Media coverage of the **everyone belongs™** press conference in April 2005 garnered included interviews on Shaw TV, CFCN, and A Channel, articles in the Calgary Herald, and the Calgary Sun, Business in Calgary magazine, and Alberta Grandparent Quarterly magazine; and
- A revamping of the **everyone belongs™** website (www.everyonebelongs.com).

Training and Development

Training and Development continues to provide a variety of comprehensive monthly training opportunities for both DDRC staff and clients. In addition to the present comprehensive staff training series, stress management, coaching, occupational health and safety and back care for care givers, second level training was introduced to provide longer term staff with training opportunities that focus on career development and areas of interest.

Social Marketing

Synonymous with the **everyone belongs™** social brand, the goals and objectives of DDRC's *social marketing* work are focused on raising public awareness of community inclusion and changing public attitudes about people with developmental disabilities.

Highlights of the year include:

- Securing Darryl and Wanda Sutter as the **Ambassadors of everyone belongs™**. Darryl Sutter is the coach and general manager of the Calgary Flames NHL organization. Their commitment to the social brand is born out of their deep belief in the principles of inclusion both as community members, and as parents of a child with a developmental disability;
- On April 13, 2005, DDRC held a press conference for more than 200 people at Mount Royal College to roll out phase two

of **everyone belongs™** including the newly formed partnership with Darryl and Wanda Sutter, and to premiere the new 30-second television commercial **Underestimated**;

- The filming of a 30-second television commercial which ran for 12 weeks beginning April 16, 2005 and appeared on A Channel, CBC, Global Television, and CFCN. The media buy allowed for an 80 per cent exposure of the commercial to the '18 plus' age group category locally;
- Internal information sessions about the social brand reaching 94 per cent of DDRC staff;
- Speaking engagements about the social brand locally, and in other jurisdictions such as Wainwright, Grande Prairie, Edmonton, Toronto, Reno, Nevada, and Milwaukee, Wisconsin;
- Fielding inquiries about the social brand from distant cities like Wyoming, Chicago and Idaho, as well as closer communities such as Red Deer, Camrose, Winnipeg, and Yellowknife; and
- Participating in a pan-Canadian working group of committed writers, thinkers, and leaders to begin to pool national resources for the purpose of addressing the profound isolation and loneliness in the lives of citizens with disabilities.

Fund Development

The *Fund Development* team creates new friends for DDRC through special events, corporate networking and individual relationships. Through the stewardship of these new relationships, DDRC continues to receive donations of money, gifts in kind, and continues to benefit from strategic partnerships that allow us to continue to be

We believe this program would be beneficial

to many businesses here in Calgary, and would like to offer a strong recommendation in support of DDRC's New Faces New Work program.

Kellie Dickie,

Owner/Operator, Tim Hortons

creative in the way we deliver services and provide resources. DDRC looks forward to continuing to work with all of these volunteers, partners, and donors in making the lives of the people we support richer through the creation of inclusive communities.

Highlights of the year include:

- The achieving of DDRC's target in 2004-2005 to raise more than \$900,000.00 in donations through various financial forms of cash, grants and gifts in kind. Achieving this goal would not have been possible without the tremendous support and contribution of volunteers, individuals, foundations and

corporations. We are sincerely grateful to all our supporters for their efforts in making a difference in the lives of people with developmental disabilities;

- The continuing financial assistance from an anonymous donor. Support from this donor provides an excellent incentive, offering 50 per cent in matching

funds for select projects;

- The 24th annual Earl Grey Vipond Charity Golf Classic, held in June 2005. The tournament is an important fundraising event which also provides an opportunity for the business community to learn more about DDRC. Committee members include: Steve Cherak, Garry Cook, 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 Phillips Hager & North Investment Management Ltd. for their contribution to the Western Final. Thanks are also extended to the Investors

Group for their support of this annual golf tournament;

- The ongoing and critical assistance of First Calgary Savings who have been a supporter of the Investors Group Earl Grey Vipond Charity Golf Classic, and DDRC's annual Awards of Distinction: A Celebration of Inclusion;
- Benefiting from a 10-year strategic alliance with EnCana. Their support has been crucial to DDRC's efforts, alongside other community members;
- Supporting of DDRC's work in a variety of forms, Petro-Canada has helped to support the Computer Learning and Information Centre, as well as the work of the Inclusive Schools Initiative;
- Benefiting from 103 volunteers who provided more than 3,300 hours of their valuable time;
- Presentations by Kids on the Block to 71 community schools reaching approximately 2,400 students; and
- DDRC and DDRF Board members provided extensive hours of crucial assistance overseeing the governance of the agency, and stewarding the financial resources of the Foundation.

Volunteers

DDRC salutes and acknowledges the special Calgarians who bring their unique skills and talents to our organization. We extend a sincere thank you to all our volunteers for the gift of their precious time, and dedication to supporting people with developmental disabilities.

I've been a volunteer for more than 40 years –it makes me feel good, and in my own way it allows me to give something back to my community.

Shanon Forberg

This organization is seen as a leader

in the city of Calgary both with regards to the broad organizational mandate and with respect to the home support services.

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Foundation Relations

DDRC has been fortunate to receive contributions from local and provincial foundations. We thank the following **foundations** for their dedication and support in creating better lives for persons with developmental disabilities:

The Calgary Foundation
Community Initiatives Program
Encana Cares Foundation
Harry & Martha Cohen Foundation
Kahanoff Foundation
Kids Up Front Foundation

Max Bell Foundation
Nancy & Bill Hay Family Fund
RBC Foundation
Social Venture Partners Calgary
The Calgary Minerva Fundraising Foundation
Watson Family Foundation Fund

Corporate Donors

It is our privilege to recognize all our **corporate donors** who have supported DDRC through financial means, gifts in kind, sponsorships for our special events, and gifts of volunteer time:

AICO
Alberta Handicrafts Guild Quilt Group
Alberta Tubular Products Ltd
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Kedo Enterprises Inc.
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Magus Engineering
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Midfield Supplies Ltd.
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John Agassiz	Randy Diddams	W. Ron Johnston	Kevin & Darlene McNeil
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Susan Wright
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E. Penny Young
Martin Zevenhuizen

*At First Calgary
Savings we recognize
our city is comprised of
all kinds of people,*

*from all walks of life. Engaging **everyone** to
contribute ensures Calgary will remain a strong
and respected community for years to come.*

*DDRC is a leader in **inclusion**, and acts a strong
voice for individuals with developmental
disabilities who have every right to **belong** and
participate in the ordinary things of life.*

*Janice Iverson, Manager of Communications and Community
investment, First Calgary Savings*