

# Annual Report 2010 – 2011

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## **Agenda**

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## **Annual General Meeting Canadian Paraplegic Association (NL) Inc. June 26, 2011**

1. Opening
2. Welcome Guests
3. Minutes of previous AGM
4. Business Arising
5. Reports:  
  
Management Reports:
  - Director of Client Services Report
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Board Reports
  - Chairman’s Report
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8. Assumption of Elected Chairperson
9. Chairperson’s Remarks
10. Adjournment

## **Canadian Paraplegic Association (NL) Inc. Annual General Meeting Minutes**

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**357 Thorburn Rd, St. John's  
Tuesday, June 22, 2010**

Present:

Chairperson: Ed Smith

Directors: Pauline Crann, Frank Cramm, Carolyn Noseworthy, Gerry Murphy, John Breen, Elmo Hewitt, Stuart Tilley, Roy Myers, Rex Ledrew, Jennifer Langdon, Glenda Best, Ron Butler

Executive Director: Matthew Piercey

Guest: Michael Burry, John Breen, Marlyn Bonnell, Donna Jewer- recording secretary

Absent: Heather Johnson, Charles Gregory, Gordon Breen

Chairperson Ed Smith calls meeting at 6:10 to order while Michael and Matthew leave the room. Ed discusses Matthew's resignation and would like to offer to Michael effective Sept 07, 2010 for one year term with option to renew at the end of that period with remuneration at Matthew's rate - Ed makes recommendation – moved by Carolyn and seconded by Glenda. Roy indicated that he was terribly disappointed with Matthew's resignation. Glenda advised that there is a distinct difference between both Matthew and Michael but we are optimistic that Michael will blossom in this role. We will await Michael's familiarization with the organization and then advertise for a Financial Officer. Matthew's remuneration is \$60,000.00 while Michael's remuneration is \$40,000.00. Mentioned that we need a party for Matthew later in the summer. Matthew is to mentor Michael in the interim. Ron says we should not need board meetings until September – postpone August meeting and reschedule to September 7, 2010 – evening will be board meeting followed by reception for Matthew.

Minutes of last AGM in Clarendville are referenced. Motion to adopt minutes made by Carolyn and seconded by Jennifer – no business arising from the minutes.

Reports:

Director of Client and Rehabilitative Services Report - Marilyn reported 13 case managers and 8 offices. She travelled and met with each office. Retention of case managers is an ongoing concern. We have lost 6 since last year, 6 new hires and HV GB hire pending. CPA has hired a case manager in Grand Falls-Windsor, relocation of Port Saunders office to St. Anthony has been good. Linkages programs have concluded and applications have been submitted for the new year. St. John's was approved today (St. John's asked for 5 and got 4). Linkages participants will last long enough to qualify for EI benefits. Three offices have signed with HRLE so far out of eight. 383 new clients and clients often stay on case load for 5-6 years.

Executive Directors Report – Matthew's report is included in documents provided. It was a difficult decision to make going to the Canadian Cancer Society. Thanked everyone for their support of him. Finances were a piece of his decision and cancer has been a part of his life through family and he worked

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with them as well in Halifax. Incredible strides in CPA (NL) Inc. this past year. DM, Ross Reid has requested a meeting for tomorrow at his request. Highlights – 1. Peer Support Program – Pauline and Donna as well as their advocacy. 2. Financial Support Program has had a tremendous response. 3. Social Programs – Community Youth Network – huge learning curve ex. they need a lot of time to plan trip through wheelway. 4. 65 Anniversary was a huge success and has generated many discussions. 5. RBC's Hero of the year. 6. New partnerships, ex. Mary Reid, Miller Centre, Veteran's Affairs, Sutton Group, Easter Seals. 7. Positive media. Volunteers are incredible (Pauline and Donna mostly in the office), staff, board, great partnerships. Write up on John Piercey in Solutions magazine was done by Gerry Murphy. Gerry Sorenson, 40-50 years ago had his legs cut off by a train and is scheduled to receive an award. Also Korean War Veteran, nominated for a Federal Government award. Ed is speaking with 600 school association members' next week and will mention the CPA (NL) Inc. as an example of board contributions.

## Board Reports –

- a. Chairman's Report – His written report is in the document.
- b. Treasurer's Report – Heather is not able to do report as she is unwell. Rex presented report and advised that he was pleased with Grant Thornton. Work needs to be done on the accounting side of the Foundation and the Association. The By-Laws Committee will also address this when it reviews and implements new by laws. Michael talks of Audit Report and accounting firms differ on what we expense. Grant Thornton wants revenue to match expenditure (GAP principles" Expenses for car sold on tickets in 2010 is expensed in 2009 as revenue began coming in the fall of 2009. So in 2009 there are 2 cars in the financial statement for 2009. Commissions are \$10,000.00 higher. Transportations costs were higher as Alvin did more trips this year. Bank statements \$105,516.57 in Foundation bank account. Committee wants to review the manner of ticket sales to cut down on distribution costs – new ideas are needed. Ron wants a breakdown on the costs of ticket sales to determine whether the cost of sales in certain areas warrant continued ticket sales. Rex moved and Roy seconded the approval of the Financial Statements.
- c. Consultant's Report – John presents this report. Progress on organizational review completed by John and Wayne tucker last year. John believes that progress on the implementation of the report has been phenomenal. 1. April 2009 there was no accounting system – we now have complete financial system with financial statements and a budget that was in a deficit position has now been balanced. 2. The administration process was implemented as recommended. 3. Housing recommendations have been implemented and NLHC should have the property transfer completed by August. 4. Peer support program is to be commended.

Three areas of the Board to consider for coming years: 1. Quality of services delivered (quality control as services are health care provider services and there are standards to which we will be held to). 2. Foundation – recommendation is that there is one (1) foundation – relationship between the CPA (NL) Inc. and CPA Foundation. This has to be determined before by-laws put in place. 3. New By Laws for CPA (NL) Inc. and CPA Foundation.

General discussions about Housing. Really our role is advocacy to ensure that accessible homes are available throughout the Province and not only in the Corner Brook and Grand Falls Winsor area where

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we have had manors. Attention has to be directed to Pauline's efforts. CPA is hoping to acquire some financial assistance to assist with Peer Support in the next few years. Pauline is very interested in advocacy and we should encourage and facilitate her interests. It is impossible for her to do both.

Carolyn – when her debt is repaid she will donate a vehicle to CPA (NL) Inc. for its use.

Peer Support/Advocacy – Pauline reported that Donna is preparing an update on membership. Dion Regular is assisting with peer support. The University was to build residences that purportedly have 8 accessible rooms – 4 that are classified as barrier free (but not really) and 4 are quad suitable. Pauline would not support this as being appropriate for our support.

Election – Board of Officers:

Gerry moves and seconded by Carolyn that the term of office be extended until December 2010. Ed wants to be part of this review process: Chairman, Vice Chairman, Treasurer, Secretary, Election – Board of Trustees. Gerry moves and seconded by Jennifer that the term of office be extended until December 2010.

Ed says that this is not a rubber stamp. Roy says he's been on the Board for 7 or 8 years and agreed to stay on until we have a financial system in place that allowed this organization to move forward. He says he's sat on the Finance committee and has stood in for Heather. He has health problems. Effective immediately he has offered his resignation and Ed has reluctantly and gratefully accepted it. We would like to have regional distribution of the Board of Trustees. Ron extends this thanks to Roy for his commitment to this Board. Assumption of Elected Chairpersons.

Chairperson's remarks, adjournment – moved by Rex and seconded by Gerry at (8:32p.m.)

## Mission Statement

To assist persons with spinal cord injuries and other disabilities to achieve independence, self-reliance and full community participation.

## History

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In 1945, a group of determined WWII veterans with spinal cord injuries formed the Canadian Paraplegic Association (CPA). CPA has since expanded across Canada to reach out to Canadians with spinal cord injuries and other physical disabilities and their families.

In addition to providing counselling and information to these Canadians, CPA has also been tireless advocate, seeking to ensure that supports and accessibility are in place to allow each Canadian to achieve his or her full potential after injury.

In 1952, the Atlantic Division was created and this division eventually grew into four individual divisions. On July 1, 1975 Newfoundland and Labrador appointed its' first Executive Director of the CPA for this province. Incorporated in February 1976, the Canadian Paraplegic Association (N.L.) Inc. is a charitable, non-profit agency governed by a volunteer Board of Directors.

Here in our province, the Canadian Paraplegic Association (N.L.) Inc. has been a strong presence for more than four decades. Through eight offices, our staff is available in throughout the province to assist every Newfoundlander and Labradorian in need. With support from government, public agencies, donors and fund-raising all our services are available at no charge to clients with spinal cord injuries and other physical disabilities.

## Board Members 2010 - 2011

Chair: Ed Smith

Vice Chair: Carolyn Noseworthy

Treasurer: Heather Johnson

Secretary: Pauline Crann

Stuart Tiller

Glenda Best

Rex Ledrew

Elmo Hewlett

Nora Tremblett

Ron Butler

Jennifer Langdon

Charles Gregory

Gordon Breen

Frank Cramm

Gerry Murphy

## Staff

### ST. JOHN'S OFFICE

Michael Burry

Ashley Case

Derek Forsey

Alvin Pittman

Debbie Squires

Donna Jewer

Pauline Crann

*Executive Director*

*Administrative Officer*

*External Accounting Consultant*

*Fund Development Coordinator*

*Accounts Payable Clerk*

*Administrative Assistant*

*Director of Peer Support & Community Advocacy*

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Donna Sheppard

*Career & Employment Disability Case Manager*

## GRAND FALLS-WINDSOR OFFICE

Marilyn Bonnell

*Director of Client & Rehabilitation Services*

Betty Joy

*Administrative Assistant*

Roger Sellars

*Career & Employment Disability Case Manager*

Lewelyn LeRiche

*Career & Employment Disability Case Manger*

## BAY ROBERTS OFFICE

Cynthia Traverse

*Career & Employment Disability Case Manager*

Kim Mercer

*Career & Employment Disability Case Manager*

Mary Puddister

*Administrative Assistant*

## CORNER BROOK OFFICE

Lisa Park

*Career & Employment Disability Case Manager*

Sharon Gillis-Pelley

*Career & Employment Disability Case Manager*

Judy Bolt

*Career & Employment Disability Case Manager*

Fiona Stride

*Administrative Assistant*

## GANDER OFFICE

Jordon Broderick

*Career & Employment Disability Case Manager*

Lisa Byrne (Client)

*Administrative Assistant*

Renee Snook (Support Worker)

## LABRADOR OFFICE

Teri Drosch

*Career & Employment Disability Case Manager*

Colleen McDonald

*Career & Employment Disability Case Manager*

## MARYSTOWN OFFICE

Kim Hodder

*Career & Employment Disability Case Manager*

## ST. ANTHONY OFFICE

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Lavinia Crisby

*Career & Employment Disability Case Manager*

## 2010 -2011 Staff No Longer Employed with CPA

Matthew Piercey            Sheila MatchemCindy Fowler  
Denise Cole                Maria Callahan

## FOUNDATION

Connie Gilliam	Tony Monk	Ruth Pike	Denise Monk
Regina Madore	Marjorie Burden	Elaine Chafe	Judy Warren
Sharon Carpenter	Alicia Della Valle	Gus Fitzpatrick	Cynthia Oliver
Joanne Woolridge	Cindy Johnson	Bridget Jenkins	Linda Coffey
Bill Hutchings			

## Volunteers

It is with sincere appreciation that we say “thank you” to the volunteers who assist us and make the Canadian Paraplegic Association Newfoundland and Labrador a beautiful place to work. Without the dedicated support and committee work of many volunteers our organization could not achieve its’ goals.

*“It is not how much you do, but how much love you put into it.”*

## **AGM, June 26, 2011 Report of Chair to Board of Directors Ed Smith**

It is my pleasure to give a brief report to the Board of Directors from the perspective of the chair of this organization. The specific items, issues and projects in which we have been involved can be found in the reports of the Executive Director, Michael Burry, and the chairs of the various committees. My intention here is to mention what to me were the highlights of the year and to comment briefly on them.

First, while financial matters are not what we as a board are all about, nevertheless without an adequate financial base, we cannot even begin to fulfill the mandate under which we are incorporated. This, briefly put, is to advocate for people with spinal cord injuries and disease, as well as those with physical mobile impairments, and ensure that they are treated justly and fairly. Therefore, I remind you again of the tremendous contribution that our vice chair, Carolyn, has made to CPA. You are aware that in 2008, she rescued us from bankruptcy with an interest-free loan and no time limit on it. Just the same, we regard the repayment of her generosity as one of our prime priorities. In recent months we have been able to begin small payments on this amount. I should add that Carolyn's financial contributions have been considerable outside that loan.



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In the same vein, the skills and commitments of our Executive Directors, beginning with Cecil Templeman, continuing with Matthew Piercey and being carried on by Michael Burry, have resulted in our being able to declare our first operating surplus in early 2011. It wasn't large but it was a surplus and it is growing each month. I commend the work of the finance committee and its chair, Heather.

In the area of outreach services to people who are our clients and responsibility, I have to recognize the work of Pauline Crann. She works out of our head office almost full-time and has achieved tremendous success in such areas as housing accessibility and peer counseling, to name only two. You can see the results of her work in her report. She has also played a leading role on the national scene where work of the nature and scope she is doing requires leadership of the kind she is giving. One last little fact: Pauline does not get paid one penny for the work she is doing for CPA-NL, same as other directors.

This past year we divested ourselves of the manors In Grand Falls-Windsor and Corner Brook after being involved in housing for many years. John Piercey, who resigned from the board this past year, was instrumental in getting those housing units started through Newfoundland and Labrador Housing. Often on his own, he saw that the buildings were adequately maintained. The board came to the realization in 2010 that our organization and individual directors were legally liable for any problems that might exist in those buildings. This would include, in part, fire, accidents and disease such as caused by mold. Accordingly we asked Newfoundland and Labrador Housing for funding to provide a supervisor in each building who would look out for the welfare of our clients housed there. The NLHC refused to provide such funding. Consequently, the Board felt that it would be inadvisable to continue with the legal responsibility but no means to provide for our clients's physical protection and our own legal liability. The process of separating ourselves from the manors took some months but the matter was finally resolved. Our only current involvement in the manors is to advocate for our clients and try to ensure that they are comfortable and happy in their apartments. At the moment, that role needs to be more formalized.

Our staff under the leadership of our Executive Director, Michael Burry, ably assisted by our director of client services, Marilyn Bonnell, seems to be functioning quite well. Michael himself is proving to be most competent in dealing with the various operations of CPA-NL. His work and leadership have just been formally reviewed by the Board, and his efforts shown to be more than acceptable.

The leadership shown by the Board itself has been outstanding. The chairs of the committees have done yeoman service in handling their various responsibilities. Some have put in long hours in meetings and preparing reports for the Board and administration. The bylaws committee alone spent many hours preparing the foundation for our discussions and decision-making. You can judge for yourselves by the reports and the activities of each committee the efforts that have been involved.

I wish to thank the Board, individually and collectively, for their support, understanding and patience with my foibles. It is a pleasure to work with you.

Finally, I wish to place before the Board for its perusal and consideration a number of objectives and goals from which we could partially plan for this next year. Of course, these may be modified and/or dismissed at the Board's pleasure. I list these without further description or argument as to their usefulness and in no order of priority. Instead, I suggest we reserve such discussion for our following meetings. I've asked the directors to consider this idea of themselves and forward any additional suggestions they may have to me. I'll add these to my list.

1. Develop a listing of people in Newfoundland and Labrador who are or should be considered as permanent clients of CPA NL Inc. This is intended to include every person who is currently in a wheelchair or homebound because of injury or disease.
2. Carry out a survey of public buildings with a view to ascertaining the degree to which such buildings are accessible.

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3. Organize a conference to bring together people with SCI and disease, with a view to discovering how we might better serve them.
4. Set up our long-awaited website.
5. Organize an informal discussion with Chairs and Executive Directors of other similar groups to see whether or not we are duplicating each other's services. At the moment the administrations of such groups do meet regularly, but after talking with some people I still think we need such a discussion.
6. Attempt to find more sources of funding (Foundation, government grants, private and corporate donations) to broaden our services in peer support, counseling and financial help.
7. Develop an advertising campaign to promote to the public who we are and what we do.
8. Formalize and expand the membership in CPA-NL Inc.

These objectives are far from exhaustive, but they could perhaps form the basis for planning for next year. I suggest the board consider these and others that may come forward at our first meeting following the AGM.

Respectfully submitted,

Ed Smith

Chair

Canadian Paraplegic Association (NL)

## **AGM, June 26, 2011 Report of Treasurer to Board of Directors Heather Johnson**

I am happy to report that 2010 – 2011 has been a very good year for CPA in Newfoundland Labrador. We have come a very long way from the desperate situation in which we found ourselves just a few short years ago. In order to fully appreciate our remarkable achievement, it is important to reflect on our recent history. We owed money everywhere – overdue utilities, several payments behind with most of our suppliers, debts for Linkages and ARMS programs (for which we had already been paid), with payments owing to Revenue Canada and even to our National body, and on top of that, we were overdrawn at the bank. We did not have enough cash to continue day-to-day operations, and it looked like we would have to close the doors. Fortunately we had some good people who were willing – or rather who were determined - to turn our situation around.

We appreciate the collective resolve of the Board of Directors to recover from our situation. It was the initial step needed to start on the right track. Also special thanks to John Breen and Wayne Tucker for developing the strategic plan that made possible a revised, streamlined and efficient operation. Our grateful appreciation to Cecil Templeman and Derek Forsey for putting the original payment plans in place and working with the various suppliers to keep us operational during that time. Their calm and conciliatory attitude dealing with our creditors gave us the time we needed to start to put things right. Our most sincere and heartfelt thanks to our Vice Chair, who personally supplied a generous low interest long-term cash loan to get us through those dark days. We also recognize and appreciate the efforts of Matthew Piercey for continuing the work started by Cecil and Derek, with additional thanks to Derek for staying with the organization to see that we remained in good standing throughout the repayment process. Our appreciation also to the board members who participated in the numerous committees needed to implement or improve our operating procedures. A special thank you to our executive director Michael Burry and the Admin team for their continued efforts to operate efficiently and consistently improve our bottom line.

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The net result of all that effort is the current state of our financial health. In 2010 – 2011 we paid off almost \$49,000 in outstanding debt - \$13,000 to CPA National, \$13,325 to Belanger, \$17600 to ARMS Inc. and \$4600 in repayment to various contracts. With the exception of our loan from the Vice Chair, we have now paid off all our long-term debt. The money used to repay those debts came from the admin fees we receive from our various contracts. We no longer have a situation where money intended for one use is appropriated for other purposes. The loan from our Vice Chair was \$260,000. A repayment plan was established in November 2010. CPA (NL) Inc. receives an administration fee from the CPA Foundation of \$2000 per month. That money is then used to repay the long-term loan. It is recorded as such on the balance sheet. Again, none of the money used to repay the debt comes from donations or fundraising. It is strictly from the fees we earn for the administration work. As of March 31, 2011 we have repaid \$10,000 on the debt to the Vice Chair.

The comprehensive overall budget from CPA (including all the revenues and expenses from our contracts, donations and administrative fees, representing every office in the province) was reviewed Nov 15 2010 by the Finance Committee, and presented to and approved by the Board of Directors at the Nov 17 2010 Board meeting. In the budget 2010 – 2011, You will note that we projected a surplus of \$29,000. I am happy to say we exceeded our expectations this year. That was due to primarily to having our debts repaid, as well as some increases in our admin fees collected from our various contracts throughout the year. After the auditors make some changes in connection with our linkages, reclassifying some linkages revenues as deferred revenues, our income statement profit for 2010 – 2011 is a staggering \$121,000. How far we have come!

CPA Foundation did not have a defined budget this year but in reviewing our financial statements, we had a net increase from last year of \$92,000. Part of that is due to the fact that in the past money from the Foundation (as had happened with DAF) was used to assist CPA with overhead costs and repayment of past debts. We determined that that was not in our best interests, so it no longer happens. We also have tighter financial controls in place. As a result the money raised by the Foundation goes to support our Clients in the programs and scholarships that we established last year. These Quality of Life Grants are all for various levels of accessibility or participation, either for work or community participation. I'm sure Ron will have more to say about these grants. We also awarded two scholarships last year.

During the year 2010 -2011 CPA (NL) Inc. and CPA Foundation have completed the switch from Cash Base to Accrual Base Accounting Systems. Our Administration team of Michael Burry, Ashley Case and Debbie Squires, with help from the external accountant Derek Forsey used the recommendations from Grant Thornton's 2009 – 2010 Audit to develop the accrual accounting system in accordance with the Finance and Audit Committees' recommendations. Although these systems requires more work and follow up, it provides a more accurate picture of CPA's financial position.

In summary the CPA Foundation has contributed more funds than we anticipated and we have kept expenses as low as possible. CPA (NL) Inc. has followed the guidelines laid out in our budget, which has resulted in a positive cash flow. Our long-term debts have now been repaid with the exception of our debt to the Vice Chair, but a repayment plan for that was initiated this year. We have issued \$34,000 in Quality of Life Grants and two scholarships of \$3000 each over the last year. We have additional funds available, and may want to consider additional programs in the year ahead. While we should not like to become careless of our expenses, the CPA finances are now in a very good state, which is even more remarkable considering where we were a few years ago. With continued good management, we expect CPA's finances to remain healthy in the future.

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Respectfully yours,

Heather Johnson  
Treasurer  
Canadian Paraplegic Association (NL)

## **AGM, June 26, 2011 Report of Secretary to Board of Directors Pauline Crann**

Please accept this report on behalf of Pauline Crann, current secretary of the Canadian Paraplegic Association NL Inc. Board of Directors covering the time period of June 2010 until now. What we have attempted to do is cover all of the board meeting in the above specified time frame and high-lite anything of importance, especially motions raised and carried. Excluding, of course, the motions to approve previous board minutes and motions for adjournments, because they are a given.

September 16, 2010:

- Ed welcomed Ashley Case as new Administrative Officer and Matthew past E.D. to the meeting. The Board presented Matthew with his laptop as a thank you for his work with the CPA.
- A discussion took place about when meetings should be held and it was decided with every second month not including the summer. (Sept, Nov, Jan, March and May)
- Housing- concern about the roof requires replacement and the liability until Housing takes over, there has been a delay in the transfer.
- Peer support – reports that Dion Regular is the peer counselor at the Miller Centre and Health Science Centre. He will also be attending the Atlantic Summit in P.E.I. Also reported that the University Residence negotiations continue, the number of rooms has increased from four to eight that are fully accessible.
- Foundation – reported that the car sweep has done well.

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- A website being set up was mentioned, Ed was in favor of Michael developing this at his discretion with reasonable cost.

November 19, 2010

- Review of the by-laws with a minimum and maximum board member, geographic locations, number of years, and terms and a number of items being discussed
- Housing – As of November 1, 2010 we are out of housing. The foundation will stay in the building in Corner Brook for a \$1 per year.
- Foundation- The foundation has \$12,666 to good as of Oct 31, 2010. Have approved five quality of life grants and two pending and still have funds available. Tickets have doubled, up to 58%, to Michael's credit doing some adjustments.
- Peer support, everything going well. It was brought up about problems with the office and out growing the place, Rex said to contact him he may be able to help.

March 13, 2011

- Jerry Murphy recommended Nora Tremblett to the Board, Frank Crann seconded and all was in favor.
- Admin Salary Scale, Michael stated that we would give them a standard of living increase over a three year period that would give them something to work towards for the next three years. These increases are all based on financial availability at that time. A motion by Jerry was taken and second by Glenda, carried by all.
- By Laws – It was decided the length of term would be extended. The terms of extending the terms of office to six years, and the offices of chair and co-chair of two years, the maximum now would be eight. It was motioned by Frank to amend the amended bylaw, second by Rex and carried by all.
- Michael has stated since the meeting two documents have been put in place. The bylaws committee: Carolyn, Heather and Ron have met with the foundation and have agreed upon both documents. Ron passes his approval, Heather in principal agrees but Carolyn has not yet viewed all the documents in total but is agreement with keeping the two foundations separate. Ed ask can we look at that now of the idea of a separate foundation what would operate under the though developing bylaws under this association but develop solely fundraising as appose to service, can we look at that issue and vote on it right now. Approve the structure, Rex moved that we do as the structure as proposed and we will precede to the bylaws as the next step, second by Frank and asked if any further discussion? Carried by all. So the next step would by the bylaws which would be worked on by Frank and Glenda and may be ready for the AGM.

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- Audit Committee has now collapsed but Rex stated that there are still things to be done. The auditors still have some questions and to lay out some ground rules and their opinion on what we need to do to keep our costs down as to the audit as much as we can.
- Michael stated about the website which we had previously discussed at a cost around \$2000 and he was looking at the best way to do this. It may be a larger cost of \$8 to \$10 thousand dollars. He was looking at bringing this forward and including this in our upcoming budget.
- Rebranding of the Canadian Paraplegic Association, a name was brought forward, as Spinal Cord Injury Canada. Ed asked how everyone felt about this and if anyone had any concerns? Michael confirms we are just changing the name to comply with our clients and who we represent. No one apposed.

Respectfully yours,

Pauline Crann  
Secretary  
Canadian Paraplegic Association (NL)

## **AGM, June 26, 2011 Report of Executive Director Michael Burry**

For the Canadian Paraplegic Association (NL) Inc., the 2010 – 2011 fiscal year has been a shining example of the bright future and direction that this organization is moving towards. The past year has been extremely eventful as we have continued to improve the financial position of the association, strengthen our existing services while developing new programming and continuing to raise awareness of our association and the vital work that we accomplish. The Canadian Paraplegic Association (NL) Inc. has proven its resilience towards adversity while providing the highest level of service to our clients, the individuals in this province that are living with a spinal cord injury or other disability.

During the past year the Canadian Paraplegic Association (NL) Inc. has completed the implementation of the accrual accounting system and comprehensive budget approval system. These processes have allowed us to better control and manage our finances under the funding we are provided. We have performed above expectations in regards to our approved budget while still having the necessary capital to repay previous years' outstanding debt to service providers while initiating a payment plan to repay our long term debt. The Canadian Paraplegic Association (NL) Inc. is on sound financial footing that will allow us to continue to grow and expand the services we provide to our clients.

The Career and Employment Disability Case Management field has performed extremely well in 2010 -2011 as we have increased our client base from 757 to 989 active clients representing a 30% increase. This increase is representative of the leadership and experience of our Director of Client Services and the truly skilled staff of Career and Employment Disability Case Managers. However these results were not

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easy to achieve and directly relate to the implementation of a new reporting structure for the service across the province that made the case managers accountable to the objectives identified in their contracts. Their objectives are reviewed on a quarterly basis and action plans are developed to meet and exceed their goals. The most telling statistic is clients employed without funding that has increased from 156 to 247 representing a 58% increase. These individuals have found sustainable employment that has no end date and provides them with a consistent income.

In 2010 – 2011 guided by John Breen and the Board of Directors, the Canadian Paraplegic Association (NL) Inc. has developed a quality assurance program based on best practices in the field of career and employment disability case management. The case managers have been orientated to the program and we will present our first quality assurance report representing a 6 month period during the November 2011 board meeting.

Our peer support programming has continued to grow and evolve over the course of the past year as Pauline has continued to work with her team of volunteers to assist our clients with spinal cord injuries and other mobility disabilities. The program has reached out to address the need of the clients we are serving as we have assisted them with accessibility issues at work, home and in their community while continuing to provide support and guidance with the client's day to day lives. It is my pleasure to announce that we have formalized our arrangement with Pauline recently and she has accepted a position with the organization as the Director of Peer Support and Community Advocacy. We look to continue to grow the peer support program in St. John's while finding and hiring individuals for our offices in Grand Falls and Corner Brook as well.

Our Foundation has performed exceptionally well in 2010 – 2011 as we have been able to supply approximately \$34,000 to quality of life grants, scholarships and funding for various disabled sports teams in Newfoundland and Labrador. We have also been able to put aside some capital to assist with the peer support and community advocacy programs in 2011 – 2012. Our Fund Development Coordinator has worked diligently with his team to assure our fundraising endeavours are successful in assisting the Canadian Paraplegic Association (NL) Inc. with all of their programs and services.

As we look ahead to 2011 – 2012 there is still much we need to accomplish. For an organization that is in a situation to expand we will need to relocate our head office to facilitate this. However with the cost of commercial real estate in St. John's it will mean that we will have to take on additional costs to our rental expense for a larger location that is in an appropriate space that is presentable and represents the bright new image of the Canadian Paraplegic Association (NL) Inc. Promoting ourselves does not stop at changing our location but also building and presenting a high functioning and world class website. Through this new website we will be able to integrate many functions such as online donations, online fundraising endeavours, information for the clients and membership and social media.

I want to thank the Board of Directors of the Canadian Paraplegic Association (NL) Inc. for their efforts throughout 2010 -2011; you are a direct example of the resilience of this association as you have stayed with the organization through the lean years to see the prosperity we are experiencing today. The staff and volunteers of the association have to be commended for not only the work they do but the extra time and effort that goes into their roles. It is truly a rich tapestry of talent and personality that comprises the board and staff of the Canadian Paraplegic Association (NL) Inc. and our clients and blessed to have you be a part of this organization.

Today is a day to reflect on how far we have come as an organization. A few years ago we were a not for profit organization in financial and operational turmoil. Today we are a not for profit organization that is a high level service provider, sound business entity and most importantly respected in the community. I

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am so proud to be involved with the Canadian Paraplegic Association (NL) Inc. and I look forward to many more years of prosperity.

Respectfully,

Michael Burry  
Executive Director  
Canadian Paraplegic Association (NL)

## **AGM, June 26, 2011 Report of Director of Client Services Marilyn Bonnell**

This past year was an extremely busy one for the Director of Client Services with thirteen (13) Case Managers, four (4) Administrative Assistants in eight (8) offices across NL to monitor and supervise. Constant contact was maintained with all office staff and onsite visits were conducted at least once, if not twice, to discuss contract milestones and targets along with area statistics and to address any issues and concerns brought forward. Case Managers' Quarterly Reviews were implemented this past year and Coaching Forms discussed and signed off by both the Case Manager and Director. This gave both an opportunity to identify any challenges or concerns in relation to our Schedule "A's" pertaining to our HRL&E contracts.

Retention of Case Managers across the Province is still a challenge and, unfortunately, since last June, we've lost four (4) case managers from our NL offices:

1. Denise Cole @ Happy Valley-Goose Bay (Women in Resources – Gov't position)
2. Sheila Matchem @ Grand Falls-Windsor (to an EAS office);
3. Maria Callahan @ St. John's (Eastern Health)
4. Cindy Fowler @ St. John's (Women in Resources – Gov't position)

Over the past twelve months, five (5) Case Managers and two (2) Administrative Assistants were hired:

- One for Grand Falls-Windsor (Sheila),
- Two (2) for Happy Valley-Goose Bay (Denise Cole/Maxine Broomfield) and
- Two (2) for the St. John's (Maria/Cindy) office.
- A part time Administrative Assistant for the Bay Roberts office funded by HRL&E.
- And, a new Administrative Assistant for the St. John's office, as the previous Assistant was the successful applicant to fill the position of Disability Case Manager in that office.



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The 2010-11 Linkages Program has concluded for 2010/11 with approximately 39 youth successfully completing the 26-week program. New applications have been submitted to HRL&E for this year's program and we expect approvals should be forthcoming within the next few weeks or so.

CPA was in desperate need of a new updated, more vibrant poster promoting our programs and services. Over this past winter, we decided to run a Poster Contest amongst staff and we had some interesting entries. The successful poster was selected and printed. It is now being circulated by our Case Managers to all our partners, agencies and businesses in respective regions of NL to recruit new clients and promote awareness amongst employers, businesses, etc.

Two (2) CPA regional offices relocated to more centralized locations this past year. Both Corner Brook and GFW moved to newly renovated offices which are more accessible and larger, enabling the staff and clients more efficient working spaces.

It's worthy to note that HRL&E contracts for each of our CPA eight offices are in place and will conclude March 31, 2012. At this point in time, we are unaware of what plans the Province has for our offices across the island beyond that date. Rumours are rampant and we can only use the "wait and see" attitude and hope for the best. We should have more details in the fall of this year.

During 2010-11, Case Managers worked diligently to recruit new clients, obtain employment statistics and develop partnerships, thereby promoting our programs and services. Overall, their efforts seem to have paid off, as all offices are reporting an overall increase in statistics as noted in the figures below:

<b>Category</b>		<b>2010</b>	<b>2011</b>
<b>New Clients Assessments Completed</b>	=	<b>383</b>	<b>495</b>
<b>Clients Employed with no wage subsidy</b>	=	<b>156</b>	<b>247</b>
<b>Clients in Skills Training</b>	=	<b>153</b>	<b>183</b>
<b>Clients Completing Academic Upgrading</b>	=	<b>71</b>	<b>78</b>
<b>Linkages Participants</b>	=	<b>28</b>	<b>39</b>
<b>Total Clients Registered with CPA (NL)</b>	=	<b>757</b>	<b>989</b>

Also, I would be remiss if there was no mention of clients employed under various types of wage subsidies:

<b>Clients employed under Targeted Wage Subsidies</b>	<b>28</b>
<b>Clients employed under a Job Creation Project</b>	<b>23</b>
<b>Youth clients employed under Skill slink</b>	<b>14</b>

Overall, statistics have increased dramatically and hopefully this trend will continue as we work towards a stronger team in an effort to raise awareness of the abilities and skills of individuals with disabilities in communities across NL.

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I would like to take this opportunity to thank, especially the Executive Director, along with the Board of Directors for your continued support this past year. I wish you a safe and relaxing summer.

Respectfully yours,

Marilyn Bonnell  
Director of Client and Rehabilitation Services  
Canadian Paraplegic Association (NL)

## **AGM, June 26, 2011**

### **Report of Director of Peer Support & Community Advocacy**

### **Pauline Crann**

The past year has been a very exciting one for Peer Support and Advocacy.

As a CPA representative on the Universities Dean's Advisory Council for the status of students with disabilities have been advocating for students with significant mobility impairments at Memorial University with the design of a truly accessible residence room without barriers. A great deal of work was over the summer and into early fall. There were numerous meetings with the University Dean's Advisory Council on the Status of Students with Disabilities, the architectural firm, several University officials, and the architect from the Universal Design Network, ED of COD, Mark Lane, Michael and myself. We were successful in acquiring two rooms for those with significant mobility impairments, which cannot be named as accessible as they do not fall under the current guidelines of the accessibility act. It ensures that the youngest person CPA has provided support to will be able to integrate into the University community as a quadriplegic just as any able-bodied student would.

As the CPA's representative on the city of St. John's Mayor's Advisory Council on the Status of Persons with Disabilities we have been able to contribute the needs for more accessible transportation. Specifically the need for Metro bus to be more user-friendly for all disabilities, the need for accessible taxis in the city, other concerns such as curb cuts have been addressed and do go to the Mayor and city Council.

CPA is now on the Para transit Advisory Council which has most recently put out for public tender across Canada and the United States for candidates for a new fleet.

We also sit at the table of the Universal Design Network. The goal is to have all new development follow the universal design. This would meet the needs of all of our members. Most recent update was the next Habitat for Humanity build would fall under universal design.

CPAs peer support coordinators from across the country met in Ottawa to revise the Peer Support Manual. It was a very rewarding experience able to connect with others cross country to service our clients better.

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Michael and I sit on the executive director/representative from the board on a committee with representation from all disability groups across the island. We meet on the regular basis and through that have been able to network to help clients and have also given access to government ministers such as Susan Sullivan as well as representation from federal opposition party member Siobhan Cody (prior to election). As a group of associations representing the disabled we formed a united front in his response to governments "Close to Home" document. It appeared that the document was leaning towards institutionalization of the disabled. Not only did we address this through the committee I addressed it as an individual with a significant mobility impairment who requires 24-hour care at a forum to receive feedback from the document. I later spoke to Jerome Kennedy who assured me it was not his intention to lead the disabled or seniors to believe that governments goal was for institutionalized rather it was meant to focus on the right to choose to age at home. The overall feeling in the disabled community is unsettled however CPA is following this closely.

We have partnered with the Children & Adolescents with Neurological Disabilities Organization to assist individuals in this category to reintegrate into the community from a work place perspective and as advocates to find housing and support in the community.

CPA has provided input on the Poverty Reduction Strategy and Housing and Homelessness. The needs of our clients have been strongly represented. Most importantly home support/attendant care should be separate from one's ability to work and provide for themselves. Someone with the ability and knowledge to work should be able to do just that. Right now at this point it's easier less conflicting to have all of your needs met and receive assistance or to avail of pensions.

We have also been asked for our input on homelessness for those with disabilities. While you would think someone with a disability would not live on the street that is not so our input is needed in the newly developing program to take people off the street to ensure that housing programs such as the one in Toronto meets the needs of all with mobility impairments. We have partnered Donovan Homes and another independent realty company that provides housing that meets the needs of disabled. He

As peer support coordinator I have been invited to speak to classes at Academy Canada's personal care attendant program's class to increase their knowledge of living in the community with a significant mobility impairment. That has opened the avenue to students having a work term and a client's home.

Lasix M.D. has offered to do laser surgery for those with a spinal cord injury free of charge. It does not include all mobility impairments but is specific to a spinal cord injury.

Belbin's Grocery has offered grocery delivery and prepared meals to our clients with no delivery cost. This is a community-based business that has provided a beneficial service to our Association and its members.

CPA has sat with Husky Energy as well as other community organizations for inclusion with their diverse city employment opportunities.

On the 24th of this month Michael and I will have met with the representatives of Hebron.

While Michael and I worked very hard to facilitate a relationship between the Miller Center and a landlord to have rental space available to rehab patients reintegrating into the community we were unable to put that in place. There are many reasons why however we were able to connect with Larry Kelly who is the program coordinator and establish a relationship with him.

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CPA has received an invitation from the Provincial Advisory Council on the Status of Women to a focus group on women with disabilities. We have been represented.

This CPA has been displayed at booths representing their services at the Janeway, City Hall and the Village Mall

We have provided information to nursing students and social work students

Our relationship with Ross Reid's has continued.

CPA works closely with the Disability Policy Office this keeps us abreast of the issues that are current in the disabled community. Recently nominations have been put forward for individuals to be on the Accessibility Act Review Committee. Government was not looking for Association representation, specifically individual representation. I nominated myself with Michael's help so that all people with significant mobility impairment's would be represented.

We have been actively involved in information to our clients regarding the Registered Disability Savings Plan. We refer clients to the Associations funded by the Government of Canada.

Government recently released information about a new home repair program. This is something else we are able to provide to our clients.

On a personal note, I have laid a wreath at a roadside Memorial for Victims and Survivors of Road Crashes, Minister of Government Services, Harry Harding was in attendance.

From my past position as an RN in the ICU I was asked to speak on an ethics panel. Dr. Rick Singleton believed, I could contribute as a RN (non-practicing) and as a quadriplegic patient.

The Peers Support Program continues to grow with us not only assisting newly injured clients, continuing established relationships and beginning new ones to some already injured having a difficult time. We have two volunteers Deon Regular and Ted Gillis who visit the Miller Center. I feel CPA makes a difference to so many just as they did for me.

Pauline Crann  
Director of Peer Support & Community Advocacy  
Canadian Paraplegic Association (NL)

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## **Canadian Paraplegic Association (NL) Inc. Programs and Services**

### **Career and Employment Disability Case Management**

Funded through the Department of Human Resource Labour and Employment for the province of Newfoundland, the Canadian Paraplegic Association (NL) Inc. assists individuals with mobility and other disabilities identify vocational alternatives and obtain employment consistent with their values, abilities and interests. This program is available in all of our regional offices across the province.

### **Peer Support Counselling**

Funded through the Department of Health and Community Services and the Canadian Paraplegic Association (NL) Foundation Inc., the Canadian Paraplegic Association (NL) Inc. assists individuals with mobility disabilities with support and advice from someone “who has been there” and can act as a mentor and role model to encourage and help individuals and families work through challenges. This service provides individuals with assistance on accessible housing, transportation, rehabilitation and so many more issues that arise in their day to day lives.

### **Community Advocacy**

Funded through the Department of Health and Community Services and the Canadian Paraplegic Association (NL) Foundation Inc., the Canadian Paraplegic Association (NL) Inc. assists individuals with identifying, reducing and eliminating barriers that prevent full community participation for both individuals and our entire membership.

### **Information Services**

Funded through the Department of Health and Community Services and the Canadian Paraplegic Association (NL) Foundation Inc., the Canadian Paraplegic Association (NL) Inc. provides comprehensive and relevant information to client, their families, employers, community agencies and to different levels of government.

### **Social Events and Group Sessions**

The Canadian Paraplegic Association (NL) Inc. currently has two social programs in place. The Peer Support group is for adults living with a spinal cord injury that meet on a regular basis to discuss issues that are pertinent to their day to day lives while getting to enjoy some group activities in a forum that is accessible. The Canadian Paraplegic Association (NL) Inc. partnered with the Community Youth Network

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to offer young adults with Spinal Cord Injuries and other mobility disabilities a chance to get together and have an opportunity to enrich their lives by socializing with others, learning and most importantly having fun!

## **Financial Assistance Programs**

In our effort to better support our mission in Newfoundland and Labrador, our organization is offering three financial assistance programs to qualified individuals and groups living in our province with Spinal Cord Injuries and other Mobility Disabilities. Through the dedicated fundraising efforts of the Canadian Paraplegic Association (NL) Foundation Inc. these valuable financial assistance programs are made possible. Based on our financial programs, qualified individuals and groups can apply for funding through Scholarships, Quality of Life Grants, and Sports, Recreation, and Art Sponsorships. In 2010 - 2011 the Canadian Paraplegic Association (NL) Inc. supplied approximately \$34000 in grant funding to individuals in Newfoundland and Labrador. One such individual provided a report on what this contribution has meant to her life that we have included in this document.

## **Financial Assistance Recipient Report**

Let me begin by giving you some idea of who I am and what my life has been like being a person with limited mobility, My name is Aicia Della Valle more simply put I have a condition called Cerebral Palsy which affects the left side of my body . I was at one point in my life able to walk with limitation but about ten years ago I found that as time wore on I become even more limited in my ability so much so I went from being able to walk about two blocks with aid of Crutch's to only about 75 to a hundred Ft. It felt like the independence I once had however limited had left me.

My husband became my only means of mobility when I had to go anywhere It affected me so deeply I started to feel like a burden to him. I knew that he was only too happy to do anything because of his intense love for me. When he was working, I basically was stuck in my home and not able to go anywhere on my own. I started to become frustrated and depressed however I found the will as daunting as that was to keep it together with his support. We went to work to find a solution to my dilemma and that is when we found out about the Quality of life Grants that the Canadian Paraplegic Association of Newfoundland and Labrador had available We then went and applied and submitted all the necessary documentation and said a little prayer. It felt so good It was like the dawning of a new day for me, I now had hope.

I can remember the day I went to AIMS services on topsail Road with my Brother and husband and I got the chance to test drive some of their scooters it was a very positive emotional and moving experience for all of us It felt so awesome to be able to feel like I was doing it on my own, I was on top of the world. I began to smile both on the inside and outside. I could see the look on my husband's face when he saw me driving it around the parking lot, a smile and tears of happiness in his eyes, he even commented that "you know something I can actually go for a walk with you now and be able to hold your hand, but what means so much to me is that you have your dignity and independence again we will make it happen".

When the news came that I had been approved for the Quality of Life Grant it felt like the weight of the world was lifted from my shoulders and I think my heart literally skipped a beat. I was overwhelmed with

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emotion of the joyful kind, it brought me to tears. It was like a team of angels went to bat for me. I had a bit of a wait between my being approved and actually getting the scooter but it was worth the wait my scooter arrived two weeks before Christmas what a gift I thought to myself. So for the first time in my life I have dignity & Independence with real meaning. I have since been using it go everywhere like the grocery store, work, the mall and to see friends and all on my own, on my own terms It has literally changed my life and my family's I am so blessed.

I cannot thank the Canadian Paraplegic Association of Newfoundland & Labrador its staff, Board of Directors, partners and others such as the people of Newfoundland & Labrador who support its work. Thank you all from the bottom of my heart and soul. Thanks for giving me back my life and keeping it real by giving it meaning by way of independence!!

With the deepest and most sincere Thanks

Alicia Della Valle

Client and forever friend!

## Funding and Donations

### **Department of Human Resource Labour and Employment**

The Department of Human Resource Labour and Employment provides funding for the Canadian Paraplegic Association (NL) Inc. Career and Employment Disability Case Management Program. This funding provides for 7 regional offices and 13 case managers across the province of Newfoundland and Labrador. The administration fees from these various contracts cover a portion of our organizational infrastructure costs.

### **Department of Health and Community Services**

The Department of Health and Community Services provides an annual provincial operating grant to the Canadian Paraplegic Association (NL) Inc. to assist with their programming and services. This money is used to directly assist the peer support and community advocacy programs for persons living with spinal cord injury and mobility disabilities. A portion of this funding is used to support the organizational infrastructure costs of the association.

### **Canadian Paraplegic Association (NL) Foundation Inc.**

The Canadian Paraplegic Association (NL) Foundation Inc. is the fundraising arm of the Canadian Paraplegic Association (NL) Inc. The money raised is through five small lotteries throughout the year and an annual car draw throughout the province. One hundred percent of the money raised after expenses is put directly into the Canadian Paraplegic Association's financial assistance programs and programming and services.

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## **East Coast Converters**

East Coast Converters have a long standing partnership with the Canadian Paraplegic Association (NL) Inc. They supply us with a quarterly donation based upon a percentage of sales of Billy Boot Garbage Bags in the province of Newfoundland and Labrador. This money is used to support the programs and services of the Canadian Paraplegic Association (NL) Inc.

## **Corporate Donations**

During the 2010 – 2011 fiscal year, the Canadian Paraplegic Association (NL) Inc. have received donations from Sutton Group, Avalon Vending and Atlantic Bingo to assist funding for their programs and services.

## **Public Donations**

Thank you to everyone who has supported the work of the Canadian Paraplegic Association (NL) Inc. over the course of the 2010 – 2011 fiscal year. While there are too many individuals to name directly in this report, we wish to extend our sincerest thanks as your contributions have greatly aided the Canadian Paraplegic Association's ability to provide programs and service to individuals living with a spinal cord injury or mobility disability in the province of Newfoundland and Labrador.