



2013 – 2014 Annual Report

BOARD MEMBERS

Rob Attwell, Chair
Catherine Fast, Secretary
Don Danbrook , Treasurer
Drew Collier, Member
Laurie Hill, Member
Harry Monk, Member
Mark Relph, Member
Walt Lawrence, Member
Geordie Cree, Member
Robert Coard, Member
Karyn Zuidinga, Member

EXECUTIVE TEAM

Gary Birch Ph. D., P. Eng
Executive Director
Greg Pyc
National Operations Manager

MANAGEMENT TEAM

Greg Pyc
BC Regional Manager
Nikki Langdon
Prairie Regional Manager
Cheryl Colmer
Central Regional Manager
Beverly Grasse
Atlantic Regional Manager
Charles Levasseur
Atlantic Regional Manager
Chad Leaman
Director of Development
Harry Lew
Research and Development Manager
Ron Taylor
Director of Finance
Kelvin Leong
National IT Manager
Alexi Thomas
Manager of Communications

The Neil Squire Society is committed to accessibility. If you would like to receive this report in an alternative or paper format please contact us at:

info@neilsquire.ca

TABLE OF CONTENTS

- 2** **Message from the Chair**
- 3** **Working Together Program**
- 4** **Successes at the Neil Squire Society**
- 8** **Thank you Donors 2012- 2013**
- 9** **Statement of Financial Position**
- 10** **Statement of Operations**
- 11** **Neil Squire Society Committees**
- 12** **Our Locations**

The Neil Squire Society uses technology and passion to serve people with disabilities across Canada. This year we marked the 30th Anniversary of the Society with over 30,000 people served in that time. #30yearsstrong

People with disabilities need our service more than ever to participate in work, life and play in our increasingly connected and technology dependant society. The services that we provide help our clients gain economic independence, social inclusion and satisfaction in their lives. The strength of our organization comes from our mission and the passion of the people that deliver it and our model of delivering services that improve the lives of the people we serve.

We have had an exciting year, particularly with the ramp up of the Working Together program which has been fully committed. We have seen continued success with Employ-Ability, with our Solutions group and Work Safe BC, Computer Comfort, Distance Computer Comfort, Research & Development and new program development initiatives, which have initiated new programs in Alberta, among others.

This year marks the fourth year since the introduction of the Balanced Scorecard to the organization. Five years ago staff and regional managers from across the country as well as management and board members came together to create a five year plan using this forward looking management tool. We, as an organization, set ambitious goals and set out a step-wise plan to achieve them.

I am happy to report that we have reached the lofty goals of doubling the number of people served over the period of the plan. I am immensely proud of the entire organization and everyone involved in setting these goals and, more importantly, delivering them.

I am looking forward to participating in the renewal of these goals as we look forward with a clear view of 2020!



We continue to be called upon by government and industry nationally and internationally to provide expert testimony to government, policy makers and service providers. We are seen as experts on the problems our constituents and our knowledge of accessible and emerging technologies makes us a credible partner to the disability community, industry and government.

We have ambitious goals to make the world of technology more accessible for people with disabilities. We are particularly focused on making the world of mobile and web devices more accessible from the time they are launched. We are optimistic that the government of Canada will support initiatives to see this vision become a reality – but this will take time.

I would like to welcome new board member Dustin Paul , who is an articling student lawyer with the firm Bullhuser Tupper. Dustin is also a graduate of the Neil Squire Society's Job Focus Program. I would also like to thank and acknowledge retiring board member Harry Monk – it has been a pleasure working with you to strengthen the Society.

This year marks the third year of my tenure as Board Chair and the end of my term as set out in our governance structure. I am happy to introduce Drew Collier as the incoming Chair of the Board. I will remain on the Board for the coming year as Past Chair and remain passionate about the mission of the Society.

Thank you for your support of the Neil Squire Society, our mission and, most importantly, the people we serve

Sincerely,

A handwritten signature in black ink, appearing to read 'Rob Attwell'. The signature is stylized and cursive.

Rob Attwell - Chair

Government of Canada Awards \$8.8 Million

BURNABY, British Columbia, January 27, 2014– The Neil Squire Society has been awarded a national contract for \$8.8 million dollars from the Government of Canada’s Opportunities Fund for Persons with Disabilities. The contract introduces a new wage subsidy employment program for people with disabilities called Working Together.

The Working Together Program provides employers with a wage subsidy for a minimum of six months and consistent support from the Neil Squire Society. When needed, the necessary worksite adaptations will be provided to help accommodate any needs of the new employee.

There is often an assumption that someone who has a disability is unable to participate in the workforce. By introducing this new program, and providing employers with a wage subsidy, employers will experience the benefits of hiring people with disabilities. This program will help eliminate stereotypes and myths that are placed upon people with disabilities and their ability to be employed.



“Our government’s top priorities are creating jobs and economic growth. To support Canada’s long-term prosperity, we must ensure that everyone who wants to work has the opportunity. This initiative helps Canadians with disabilities gain work experience, particularly with small and medium-sized businesses that would benefit from their skills and talents.” Candice Bergen, Minister of State (Social Development).

“We are excited to have this opportunity provided by the Government of Canada. This funding will help Canadians with disabilities demonstrate their abilities and value, thereby achieving long-term attachment to the workforce.” Dr. Gary Birch, Executive Director of the Neil Squire Society.

For more information on the wage subsidy program called Working Together, please visit the Neil Squire Society website, www.neilsquire.ca.

The Working Together Program is funded by the Government of Canada’s Opportunities Fund for Persons with Disabilities



Successes at the Neil Squire Society

Job Seeker Brings Her Own Employer to Working Together to Receive Wage Subsidy



What would you do if your wheels broke down on an isolated highway, leaving you absolutely stranded? Now imagine this scenario if your wheels happened to be a wheelchair. Who would you call? You'd call Wheelin' Mobility of course! Wheelin' Mobility offers 24/7 service and repair for mobility devices. This wonderful small business recently hired Neil Squire Society, Working Together participant, Nicole.

Nicole experienced the necessary services Wheelin' Mobility offers when her power wheelchair stopped working while she was away from home and without another wheelchair. Stranded and with a fear of being secluded, Nicole relied on the services from Wheelin' Mobility to get her home and allowed her to be mobile while her wheelchair was being repaired. Nicole now works part-time at Wheelin' Mobility as a marketing/administrative assistant. *"This is the first opportunity where I feel like I'm*

part of something positive and meaningful," says Nicole about her experience working with Wheelin' Mobility.

Nicole, who was diagnosed with Cerebral Palsy at the age two, graduated from university with a Bachelor's degree in Arts and Culture Anthropology in 2012. Like most recent university graduates, Nicole was looking for help to get herself into the workforce. Nicole came to the Neil Squire Society and entered the Employ-Ability Program to help with her career goals. After successfully completing the Employ-Ability Program, Nicole jumped at the opportunity to enter the Working Together Program. By this time Nicole was eager to find work, and was determined to work somewhere that she was passionate about. With clever tactics, Nicole brought her own work placement to the Working Together Program. *"Matt, from Wheelin' Mobility, and I heard about the Working Together Program and we started to discuss the possibilities. It was the perfect opportunity for both of us!"* states Nicole.

Nicole is three months into her work placement and loves it. She is ecstatic because she has a job she enjoys, has moved into the "big city", and is living on her own. I would say she's done pretty well for someone fresh out of university looking for some direction. Nicole is no longer "stuck on the highway".

We Will Find a Job For You or Create One



Terri-Lynn Ramsay came to the Neil Squire Society in the spring of 2013 to gain some job search assistance. She had been out of the workforce for almost seven years after having developed an illness. Her father had recently completed the Employ-Ability Program and thought she could benefit from it. She began the Employ-Ability Program in the summer of 2013.

During her time in the Employ-Ability Program, Terri-Lynn quickly became friends with her classmates, and they became great supports for one another. Terri-Lynn's positive and outgoing nature helped bring out the best in them.

Because of Terri-Lynn's variety of skills, work, and volunteer experience, she had two very different employment goals: Administrative Assistant/Bookkeeper and Support Worker of

Children with Special Needs. She created targeted resumes and cover letters to suit both occupations. Her education and work experience were in business, but a lot of her personal time was spent with family members and friends who had children with special needs. She was very involved in their lives and was interested in working with children with Autism, but she couldn't afford to attend post-secondary education to become a certified Autism Support Worker.

She was referred to the Neil Squire Society's Working Together Program as soon as she graduated from Employ-Ability. She was one of the first clients in Fredericton, New Brunswick. *"I had a meeting with the Working Together staff and we discussed what my goals were. I really didn't have to do too much paperwork or a resume update for them because I had already done the Employ-Ability program,"* she says. *"The Job Developer talked to people and I did my own applications; we worked together. I finally got an interview and it all worked out."*

Of her new position, Terri-Lynn says, *"Oddly enough, my employment goals were to work with children with special needs, but I also wanted to work in an office atmosphere where you can talk to people and do numbers and office work. I wanted it all. At first I created two resumes and for whatever reason, the job appeared. It is almost like it was created for me. It has everything, all of it. I still find that a little strange. It is hard to believe I get to work with children with special needs, do office work, interact with people, and fundraising."*

"Don't give up," says Terri-Lynn when asked if there was one message she'd like to send out to others in a similar situation. *"For me, I don't think I'd have the job I have right now if it wasn't for the help of Neil Squire Society. You offered support: we will find a job for you or create one. The support is worth it."*

Murray Lands a Job and is Able to Support his Family Again

Murray, a participant from Neil Squire Society's Prairie Regional Office, writes about his successes, and what great success they are

"My name is Murray. I am from Musapeetung first nation that is located 40 minutes north of Regina in the Qu'apple valley. I have worked mostly in casinos doing cleaning and being a porter. In 2007 I slipped on some icy steps and broke my neck. I was in the hospital for a week and had to wear a halo to hold my neck stable for a month. Because of the halo, I was unable to work and lost my job. I was on unemployment insurance for a while and then returned to work a few months later. It was extremely painful and hard to work after my neck was broken and I was unable to keep doing that job. I had to quit and look for something that was less labour intensive. I was unemployed for a while and then heard about the Neil Squire Society through SaskJobs. I was accepted into the Employ-Ability Program at the Neil Squire Society in November of 2012.

The program helped me figure out how to make my own resume and how to work with my disability. I learned how to budget my money and learned how to set goals and achieve my goals. I learned how to answer questions in an interview and how to do a cover letter. I improved my self-esteem and learned how to have conversations with people I work with. I feel a lot better about myself since being in this program. I am more positive, I like myself more, and have developed many friendships with the group members. I was fortunate to get to know the helpful staff really well.

I got a full time job last week at CreeLand Mini-Mart Gas station. I work security there. Every hour on the hour I write duties and notes about who comes and goes through the Mini-Mart. I regularly check out the lot and make sure everything is secure. I am so happy I have this job and now I get to provide for my family and that is important to me.

I would like to thank the Neil Squire Society folks for helping me improve my life and achieve my goal of getting a job to support my family."



Marilyn's Enthusiasm and Motivation Helps Her Succeed

Marilyn experienced an acquired brain injury and had been in and out of employment for a good part of her adult life. Last fall, she joined the Employ-Ability Program in Ottawa, Ontario with the goal of finding an occupation that would be a good fit for her.

Marilyn, as part of the program, attended a series of workshops which included topics on positive self-esteem, positive communication skills, how to talk to an employer about a disability, and time management.

From her very first day in the Employ-Ability Program, Marilyn was enthusiastic. As staff got to know her, they learned that she has had difficulty at times knowing how to speak with her previous supervisors at work. Each week, Marilyn let Employ-Ability staff know she was gaining confidence around communication skills she could use with future employers. She gave an example of this as she shared, *"When I need to speak with my supervisor, I will decide what I need to say, when is the best time and then I will approach them with my question."*



Upon completion of the Employ-Ability Program, Marilyn moved on to an unpaid work experience with the Brain Injury Association of the Ottawa Valley. This gave Marilyn the opportunity to further build her confidence, while practicing workplace communication skills in a supportive environment. This experience helped Marilyn to grow, and paved the way to securing paid employment.

Following her unpaid work experience, Marilyn began looking for paid employment with the help of the Neil Squire Society and the Ontario March of Dimes. She has since secured a part time position at McDonald's restaurant as a Lobby Attendant. Marilyn tells us that she is enjoying her work, which includes ensuring that the dining area is clean, tables are ready for customers, and napkins, condiments and other supplies are filled. Perhaps most importantly, Marilyn feels comfortable approaching her supervisors when she needs to.

Marilyn's motivation enabled her to move forward with her goals and follow through with her action plan. Four organizations were pivotal to Marilyn's success: Neil Squire Society helped her develop and implement her employment action plan; Brain Injury Association provided supportive, unpaid work experience; Ontario March of Dimes helped her find the right employer; and McDonald's, an equal opportunity employer, provided the training and support that Marilyn required.

Major Donors

Thank you to our 2013 – 2014 Donors

Rick Hansen Institute
TD Bank Financial Group
Crabtree Foundation
SpencerCreo Foundation
Great-West Life, London
Life and Canada Life
Christine Preto

Spinal Cord Injury Solutions
Network
J.P. Bickell Foundation
VanTel/Safeway Credit Union
Legacy Foundation
RBC Foundation

Vancity
Kaatza Foundation
Telus
Andrew Mahon Foundation
ISM / IBM Canada
Greg Pyc
Don Danbrook

Government Funders

Opportunities Fund, Employment and Social
Development of Government of Canada

Office of Disability Issues, Employment and Social
Development Canada, Government of Canada

Service Canada, Government of Canada

Social Development Partnership Programs, Employment
and Social Development Canada, Government of Canada

Canada Summer Jobs, Employment and Social
Development Canada, Government of Canada

Community Gaming Grant, Ministry of Public Safety and
Solicitor General, Government of British Columbia

WorkSafe BC

Department of Social Development, Government of New
Brunswick

Department of Post-Secondary Education, Training and
Labour, Government of New Brunswick

Department of Education and Early Childhood
Development, Government of New Brunswick

Elections New Brunswick

WorkSafe NB

Central Valley Adult Learning Association

Ministry of Economy, Government of Saskatchewan

Compensation Board of Alberta

Department of Finance, Government of New Brunswick

Donors

Myrna Anderson
Rob Attwell
BC Library Assoc.
Lindsey Bertrand
Dr. Gary Edward Birch
Geoffrey Birch
Dr. J Andrew Birch
Stephen & Caroline Brown
Margaret P. Cameron
David Carey
Vanessa Chase
Rob Coard
Denis Connor
Geordie Cree
Tim Creech
Don Danbrook
Elizabeth R Dyer
Catherine Fast
Pat Fenner
David Fulton
Lorraine Giroday
Beverly Grasse
Diana Hall
Karen Hamersley
Pamela Hanson
Rebecca Hollins
Pesel Hornstein

Human Resources Assoc.
ILLAHIE Foundation
Yasmin Juma
Mary Frances Laughton
Chad Leaman
Randy Leaman
Charles Levasseur
Evelyn MacDonald
Tracey MacDonald
C. Judith MacDougall
Ken Mah
Bevan Nye
Gerald Orloff
Dayle Piller
Owen Plowman
Greg Pyc
R.V. Anderson Associates Ltd
Munesh Raman
Phiroze Minocher Reporter
Dave and Christine Smith
Ron Taylor
United Way Ottawa
United Way of Greater Toronto
Elijah van der Giessen
Patricia Woods
Chris Wright

Statement of Financial Position

As at March 31, 2014

	2014 \$	2013 \$
ASSETS		
Current		
Cash	710,673	26,970
Restricted cash	172,806	137,406
Accounts receivable and unbilled revenue	391,209	404,825
Prepaid expenses	45,929	30,856
	1,320,617	600,057
Capital assets	84,429	68,347
	1,405,046	668,404
LIABILITIES		
(Current)		
Accounts payable and accrued liabilities	173,629	166,633
Deferred revenue	968,680	253,409
Total liabilities	1,142,309	420,042
Net Assets	262,737	248,362
	1,405,046	668,404

Extracted from the complete Audited Financial Statements. Complete Audited Financial Statements are available through the Burnaby Office.

Statement of Operations

Year ended March 31, 2014

	2014 \$	2013 \$
REVENUE		
Grants, contracts and services	5,454,499	3,830,666
Training fees	103,381	141,102
Gaming	135,556	75,000
Donations – cash	29,296	20,034
– in kind	44,390	7,667
Interest and other	3,457	1,219
	5,770,579	4,078,688
EXPENSES		
Salaries and benefits	3,144,468	2,535,990
Salaries and benefits - subsidies	290,939	-
Consulting and contracts	535,498	116,111
Equipment lease and maintenance - expenditures	504,518	422,584
- in kind	44,390	7,667
Rent	436,172	407,117
Travel	236,893	166,076
Marketing and program development	129,503	80,284
Telecommunications	98,431	76,262
Material and supplies	72,381	62,023
Professional development	55,287	21,040
Legal and audit	47,888	22,481
Clients tuitions	44,999	48,499
Insurance	22,098	23,109
Vocational assessments and medical reports	21,276	17,693
Other	19,280	14,884
Postage and courier	12,770	11,364
Training allowance	4,500	15,109
	5,721,291	4,048,293
Revenue over expenses before other item	49,288	30,395
Other items		
Amortization of capital assets	(34,913)	(28,959)
Revenue over expenses for the year	14,375	1,436

Extracted from the complete Audited Financial Statements. Complete Audited Financial Statements are available through the Burnaby Office.

Neil Squire Society Committees

Executive Committee

Chair: Rob Atwell

Committee Members

Drew Collier, Vice Chair
Catherine Fast, Treasurer
Don Danbrook
Laurie Hill
Gary Birch (ex officio)

Audit and Financial Management

Committee

Chair: Don Danbrook

Committee Members

Robert Coard
Gary Birch (ex officio)
Greg Pyc (ex officio)
Ron Taylor (ex officio)

Marketing Committee

Chair: Catherine Fast

Committee Members

Karyn Zuidinga
Gary Birch (ex officio)
Asa Zanatta
Judy Hutchins
Alexi Thomas (ex officio)

Nominations Committee

Chair: Drew Collier

Committee Members

Laurie Hill
Robert Coard
Karyn Zuidinga
Rob Atwell

Client Services Committee

Chair: Laurie Hill

Committee Members

Harry Monk
Katrina Tilley (ex officio)
Gary Birch (ex officio)

Technology and Partnership Committee

(Formerly R&D)

Chair: Drew Collier

Committee Members

Mark Relph
Rob Atwell
Geordie Cree
Karyn Zuidinga
Gary Birch (ex officio)

Executive Director Review Task Force

Chair: Rob Atwell

Committee Members

Alice Shin
Drew Collier

Fundraising Committee

Chair: Clay Braziller

Committee Members

Drew Collier
Judy Hutchins
Karyn Zuidinga
Rob Atwell
Chad Leaman (ex officio)

Our Locations

Head Office & Western Regional Office

220 – 2250 Boundary Road
Burnaby, BC V5M 3Z3
T 604.473.9363 F 604.473.9364

Prairie Regional Office

201 – 2206 Dewdney Avenue
Regina, SK S4R 1H3
T 306.781.6023 F 306.522.9474

Central Regional Office

150 – 34 Colonnade Road
Ottawa, ON K2E 7J6
T 613.723.3575 F 613.723.3579

Atlantic Regional Office

104 -440 Wilsey Road
Fredericton, NB E3B 7G5
T 506.450.7999 F 506.453.9681

Research and Development Group

4355 Mathissi Place
Burnaby, BC V5G 4S8
T 604.412.7599 F 604.434.4493

BCI Lab

c/o ICORD, Blusson Spinal Cord Centre
3230-818 West 10th Avenue
Vancouver, BC V5Z 1M9