

Neil Squire Society

2019 - 2020

ANNUAL REPORT



Table of Contents

Message from the Chair	3
Innovation	4
Digital Literacy	9
Employment	15
Assistive Technology	21
Collaboration	24
Government Funders and Donors	29
Statement of Financial Positions	32
Board and Committee Members	34

Message from the Chair of the Board

Looking back on my last year as chair of the board, I can't help but think how fortunate I have been to have the privilege to serve on the board of such an amazing organization. What a year!

We celebrated our 35th year of empowering Canadians with disabilities, and for the first time ever served over 5000 people and more importantly continued to maintain a high quality of service by achieving an average quality service experience score of 87% which is above the target we set for ourselves.

We continued to build upon our strong partnerships with government, the private sector, and an ever-increasing number of volunteers to enable people with disabilities achieve their goals and live a more accessible and inclusive life. Please take a moment to read some of the amazing stories included in our annual report.

We launched a new planned giving program, that provides an opportunity for Canadians to leave a lasting legacy in support of people with disabilities.

Lastly, we launched a fresh new brand that does a great job of highlighting our areas of focus, our growing momentum and that will help strengthen our national brand awareness. I wish to thank LIFT Philanthropy Partners who helped us develop this exciting new brand and helped us over the past two years build additional organizational capacity, increase our fund development capability, and enhance our performance measurement framework.

Although we had to close our offices due to COVID-19, the team was able to use it's years of experience providing remote services, to fully transition to virtual delivery and continue to provide our clients with a high quality of service while maintaining our commitment to keeping our staff and clients safe.

The organization continues to meet or exceed the goals it sets for itself. Which is a testament to the great leadership of Dr. Birch and the passion and commitment of our great employees!

As highlighted in the report, the Neil Squire Society continues to play an important role in the lives of people with disabilities across the country, one that would not be possible without the passion and dedication of our many employees, funders, donors and volunteers. On behalf of the Society I would like to thank you all for the significant contributions you have made throughout the year.



Georgie Cree

Neil Squire Society, Board Chair 2019/20

July 25, 2019: Gamers with disabilities were pitched against EA gamemakers, with both participants using the adapted technology—putting all players on a level playing field.

“I’ve been producing EA SPORTS FIFA for 13 years, so I’ve played thousands of hours using standard controllers. I’ve never experienced the game like this before and I met my match today in Milad while I used the adaptive controller. This Buildathon reminds me how important it is to make games that everyone can play.”

– Aaron McHardy, Executive Producer, EA SPORTS FIFA



July 25, 2019 Aaron and Milad playing video games

[Read more](#)

October 19, 2019: Makers Making Change teamed up with University of Manitoba and their Go Eng Girl event.



October 19, 2019 Go Eng Girls LipSync Build Participants

[Read more](#)

November 27, 2019: Powered to Game was a huge success! 9 gamers joined us at Electronic Arts for one of the first gaming tournaments of its kind in North America, one in which all of the participants were gamers with disabilities who used assistive technology to play.

“I’m here today because my son is really into gaming. I really want to be able to play with him and understand what he’s doing online, so what better way than to learn about it myself. I don’t have any hand function which makes using a regular controller and pushing buttons very difficult for me. I haven’t been able to play games myself since. Today I’m using the Xbox Adaptive Controller along with a couple of buttons that were designed by Neil Squire, as well as a joystick that Neil Squire provided.”

– Teri, Powered to Game Tournament Participant



Teri, a participant in the Powered to Game tournament using an Xbox Adaptive Controller, a Joystick, and custom buttons, plays with her son.

[Read more](#)

December 3, 2019: Neil Squire and their Makers Making Change initiative, in partnership with the Premier's Council on Disabilities held a LipSync buildathon on UN Day for Persons with Disabilities.



December 3, 2019 UN Day for Persons with Disabilities LipSync Buildathon maker

[Read more](#)

Innovation

"It was such an experience, it felt like having virtual hands again. It took away a heck of a boring life."

- Jing, LipSync recipient.



Jing, LipSync Recipient

[Read more](#)

Makers Making Change

421 projects delivered to clients

706 projects built and ready for delivery

85 build workshops

1,346 overall volunteers



"When I lost my voice, I was so upset because I thought I couldn't be heard. It was so tiring. Now, the LipSync allows me to use my voice in a different way. I am honestly quite grateful."

- Kaileen, Tech for Good Participant.



*Kaileen, Tech for
Good Participant*

[Read more](#)

"I was not leaving my house, afraid of anything and everyone. It was with remotely taking this course, and then getting together with some peer mentors and a great instructor, that there was a switch. Now I'm a research participant and part of a community."

- Kim, Distance Computer Comfort Participant.



*Kim, Distance Computer
Comfort Participant*

[Read more](#)

Digital Literacy

"I think Neil Squire has been very helpful. I'm glad I went to you for assistance. It enlightened me on many aspects of being disabled and assisting others with disabilities."

- Alex, Distance Computer Comfort Participant and Tutor.



Alex, Distance Computer Comfort Participant and Tutor

[Read more](#)

"The distance learning program somehow matched me with a very interesting person, who was very much in tune to how I learned and how to help me. I was really impressed."

- Zosia, Distance Computer Comfort Participant.



Zosia, Distance Computer Comfort Participant

[Read more](#)

Digital Literacy

"I have gained a lot of confidence and self-assurance since starting the program. Thanks to Neil Squire, I was able to graduate with a diploma in Computer Application Specialist from CDI College with a 92% grade."

- Denis, Distance Computer Comfort Participant.



Denis, Distance Computer Comfort Participant

[Read more](#)

Digital Literacy

Computer Comfort

Participants

Served **62** people with disabilities,
19 new to the Neil Squire Society

An average of **33** clients active
each month

Tutoring and Tech Support Activities

Over **1,700** hours of one-on-one tutoring, including:

1,248 tutoring hours by staff
members

880 total tutoring sessions

585 tutoring hours contributed by
community volunteers & CAP

50 hours of home support by
staff to provide tech support to
clients who are house-bound

Volunteers

15 community volunteers, **2** new to
the Neil Squire Society

Includes **2** Youth Volunteers
from the CAP program, who
volunteered **332** hours

Computer Refurbishing Program

Provided **73** refurbished computers in clients' homes across Canada and
repaired over **45** computers

Maintained our **MAR** (Microsoft Authorized Refurbisher) relationship

Digital Literacy

Distance Computer Comfort

Total Clients Served: 64	Total Tutoring Hours: 1,112.25
Provinces Served: 7	Volunteers: 30
Cities Served: 26	DL CC partner sites: 4

Participants

Of the **64** clients taking part in the program in the past year:

Enhanced employability: 49	Employed: 10	Volunteering: 15
In training or education: 1	Citizenship engagement/active living: 6	

Volunteers

From the **30** volunteers who took part:

16 volunteered with Neil Squire for the first time	14 are either continuing client pairings into 2019 / 2020 or are waiting to be paired with clients
23 were located within BC, with 3 in Ontario, 2 in Alberta, 1 in Saskatchewan and 1 in Nova Scotia	

Digital Literacy

Tech for Good

Total participants **133**

Breakdown of services provided:

Phone recommended: **24%**

AT recommended: **55%**

Training provided: **15%**

Training hours: **100**

Types of AT recommended:

Hardware accessories such as headsets and the LipSync

Software features such as voiceover and voice control

April 8, 2019: Our 10th annual job fair for people with disabilities took place in Regina, Saskatchewan and was a resounding success! Approximately 200 people attended, and we had 48 booths ranging from Crown corporations, Government agencies and non-profit organizations.



April 8, 2019 Job Fair For Persons with Disabilities

"I feel like the face-to-face is really helping me, and it seems to be humanizing me a little bit more than what you see on paper."

- Karlee, Job Fair Attendee

[Read more](#)

Employment

"The individual we hired has theoretical knowledge that made him a great fit for our projects. He is eager to gain experience in many different practical applications. He is fitting in very well with our corporate culture."

- Faye Matt, CEO, Special Olympics Saskatchewan.



*Faye Matt (centre) with two Team Sask medalists
(photo via Special Olympics Saskatchewan)*

[Read more](#)

"I have great co-workers that I can talk to. I feel comfortable at work and like I can handle my job duties. I feel like this is a good step for me and that I can grow."

- Paige, Working Together Participant.



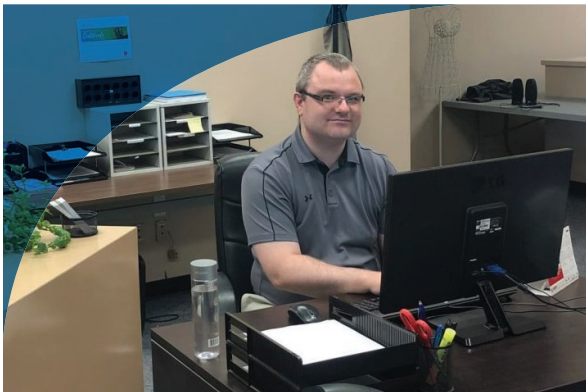
Paige, Working Together Participant

[Read more](#)

Employment

"My success story is one of self-discovery and perseverance. [Neil Squire] helped set up an interview for me, which proved to be successful. For a person with anxiety this has helped change my outlook tremendously, and I am better equipped for the future. I will continue with my personal development in the years to come."

- Logan, Working Together Participant.



Logan, Working Together Participant

[Read more](#)

"My goals were to be able to help other people and have them feel accomplished. I am always in a helping mood and want to be able to help others."

- Vanessa, Working Together Participant.



*Working Together participant
Vanessa tutoring a Band Elder*

[Read more](#)

Employment

"I now have more direction for the future than I did before as well as a job. For anyone reading this, the world may be tough, but keep at it one step at a time."

- Robbie, Working Together Participant.

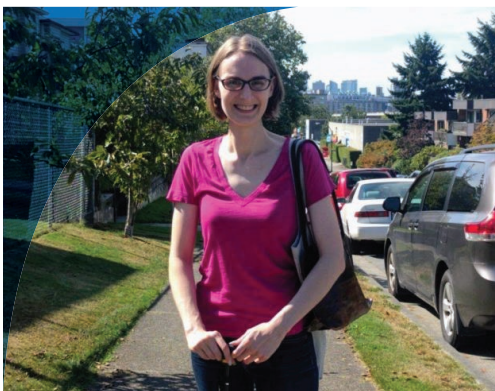


Robbie with Vince, a program participant at the Footprints Centre

[Read more](#)

"It has been such a relief to understand what I'm dealing with, and to have Neil Squire's help. Being aware of my new-ish abilities/disabilities has been extremely beneficial, and allows me to participate in life nearly as completely as before!"

- Devenne, Working Together Participant.



Devenne, Working Together Participant

[Read more](#)

Employment

"I have a job I really enjoy. I'm learning a lot. And I'm supporting initiatives that are really important to me. All in all, I think my life has changed a lot, for the better! I feel like I'm more focused on engaging with the world, because I have more possibilities and things to follow through on, and that's a good feeling."

- Jordan, Working Together Participant.



Ruby Ng, Executive Director of the Disability Foundation, with Jordan, Working Together participant

[Read more](#)

"We don't think of Zach's disability; he is just a part of our team like everyone else. And he does great work. We would happily have a hundred Zachs here!"

- Robyn Cook, Director of Operations, Strum Insurance.



Zach, Working Together Participant

[Read more](#)

Employment

"I feel proud to work at Kids First. I have met many new people, I am doing what I want to do and I feel I am gaining independence."

- Krista, Working Together Participant.



Krista with Kids First Association staff member

[Read more](#)

Working Together

Participants: **361**

Of them:

Employed /
Self-employed: **159**

Returned to school /
stayed in school: **75**

Wage subsidy
interventions: **134**

"Thanks to the Assistive Technology Services program I am excelling at work! Not only am I able to perform my job responsibilities, my hard work has made an impact. My contract, which was originally for three months and meant to end in mid August, was extended another three months!"

- Shruti, Assistive Technology Services Participant.



*Shruti, Assistive Technology
Services Participant*

[Read more](#)

"I now have a safe and reliable means of getting to work. This has removed a great deal of stress for me."

- Angela, Assistive Technology Services Participant.



*Angela, Assistive Technology
Services Participant*

[Read more](#)

Assistive Technology

"I am less fatigued and less stressed at the end of my work day. I had no idea how much easier my job could be, thanks to the accommodations provided through the Assistive Technology Services program. In this day and age, it's been nice working with a team with so much integrity!"

- Gail, Assistive Technology Services Participant.



Gail, Assistive Technology Services Participant

[Read more](#)

"Being able to hear is a true gift. One only appreciates it when they lose this ability. My new hearing devices allow me to look forward to going to work. As long as my health holds I anticipate working at one or more of my jobs for many years to come, serving and protecting people"

- Thomas, Assistive Technology Services Participant.



Thomas, Assistive Technology Services Participant

[Read more](#)

Assistive Technology

March 27, 2020: Neil Squire's Katrina Tilley named the CAOT-BC's Outstanding Occupational Therapist of the Year!



Katrina Tilley, Occupational Therapist

[Read more](#)

Solutions

327 clients served

WorkBC Assistive Technology Services

Number of ATS applications received: **1,143**

Number of employers served: **1,037**

Number of ATS agreements signed / assessments completed: **1009**

Total disability supports provided: **1,087**

AT Help Desk

Hours of operation: **302** days and **3,624** hours

Number of inquiries: **256**

Of the 256 inquiries:

Troubleshooting: **49**

AT suggestions or sourcing: **158**

Training: **13**



June 19, 2019: Today we celebrate our 35th anniversary! We couldn't be more proud of what we've accomplished over the past 35 years to empower Canadians with disabilities.



[Read more](#)

June 20, 2019: Neil Squire awarded the International Forum on the Advancement of Health Care's (IFAH) Top 50 Healthcare Companies Award.



June 20, 2019 National Operations Manager, Greg Pyc, receiving the IFAH award in Las Vegas, Nevada

[Read more](#)

Collaboration

August 19, 2019: Neil Squire's Director of Development, Shelina Dilgir, named a Certified Fund Raising Executive (CFRE) by CFRE International.



*August 19, 2019 Shelina Dilgir,
Director of Development*

[Read more](#)

October 1, 2019: Neil Squire unveiled its refreshed brand identity. The rebranding encompasses a new colour palette, logo, and family of logos for their various programs.



[Read more](#)

Collaboration

October 1, 2019: Our annual #PoweredToEnable Fundraising Campaign launches.



[Read more](#)

October 17, 2019: Neil Squire held another successful Burnaby Board of Trade After Hours Business Mixer.

We were joined by Burnaby area small business owners and local professionals who learned about the work we do and to see some of our innovative assistive technologies.



October 17, 2019 Neil Squire staff with RBC volunteers at After Hours Mixer

[Read more](#)

Collaboration

November 23, 2019: Neil Squire's Prairie Regional Office hosted their inaugural Winter Wonderland Princess Ball. The fundraising event was a resounding success.



November 23, 2019 Winter Wonderland Princess Ball

[Read more](#)

March 25, 2020: As COVID-19 spreads across the world, Neil Squire's offices are closed. Our programs transition to virtual delivery and we continue to provide support to our participants across Canada.

**Neil Squire is Open
for Business –
Virtually**

Call us at 1 877 673 4636 or visit
neilsquire.ca



[Read more](#)

Collaboration

Leaving a Legacy

Neil Squire has a new planned giving program. Leaving a gift for the future has never been so easy.

A planned gift is a personal and meaningful way to support Neil Squire. It allows you the opportunity to give in a way that leaves a lasting legacy, while providing you or your heirs with significant tax benefits. You can remember us in your will by leaving a bequest, making a gift of securities, donating a gift of life insurance, or simply making another gift.



To learn more about Neil Squire's planned giving program, please contact:

Shelina Dilgir, MA, CFRE
Director of Development
604 473 9363 ext. 141
shelinad@neilsquire.ca

Government Funders

Opportunities Fund, Employment and Social Development Canada

Government of Canada

**Social Development Partnership Programs – Disability Component,
Employment and Social Development Canada**

Government of Canada

Canada Summer Jobs, Employment and Social Development Canada

Government of Canada

**Assistive Technology Program, Innovation, Science
and Economic Development Canada**

Government of Canada

Community Gaming Grant, Ministry of Public Safety and Solicitor General

Government of British Columbia

Ministry of Social Development and Poverty Reduction

Government of British Columbia

WorkSafe BC

Department of Post-Secondary Education, Training and Labour

Government of New Brunswick

Department of Education and Early Childhood Development

Government of New Brunswick

Social Development

Government of New Brunswick

WorkSafe NB

Ministry of Immigration and Career Training

Government of Saskatchewan

File Hills Qu'Appelle Tribal Council

Major Donors

Major Donors

SpencerCreo Foundation
TD Canada Trust
Vancouver Foundation
Canada Life
Coast Capital Savings Credit Union
Conexus Credit Union
Da Tech Electric
RBC Foundation
Kaatza Foundation
Hamber Foundation
Andrew Mahon Foundation
Craig H. Neilsen Foundation
Calgary Foundation
Community Foundation of South Okanagan
Broadcasting Accessibility Fund
ILLAHIE Foundation
Regina Spirit Fund
Mary Burgoyne
Don Danbrook
Timothy Sader
Hannibal and Christine Preto
Daniel McDonald
Winnipeg Foundation
George McKeen
SAP Canada
Gregory Pyc
Nikki Langdon

Donors

Individual Donors

Lindsey Bertrand

Mary Frances Laughton

Geoffrey Birch

Shelina Dilgir

Robb Priske

Brian Pritchard

Farah Valimohamed

David Brind

Neil Neufeld

Bryan Ray

Kam Tse

Gail Lanne Pepper

Pamela Hanson

Gary Birch

Beverly Grasse

Charles Levasseur

Chad Leaman

Nathan Toevs

Munesh Raman

Yasmin Juma

Rachin Kumar

Neil Squire Supporters

Vince Miele

Statement of Financial Positions

(For the year ended March 31st, 2020)

Assets

Current Assets	2020	2019
Cash	\$339,956	\$397,770
Accounts receivable	\$1,184,415	\$991,488
Prepaid expenses	\$151,721	\$121,186
	\$1,676,092	\$1,510,444
Tangible capital assets	\$144,453	\$85,111
	\$1,820,545	\$1,595,555

Liabilities And Net Assets

Current Liabilities	2020	2019
Accounts payable and accrued liabilities	\$493,463	\$617,565
Deferred revenue	\$1,099,526	\$781,082
	\$1,592,989	\$1,398,647
Net Assets		
Unrestricted	\$8,103	\$61,797
Invested in tangible capital assets	\$144,453	\$85,111
Internally restricted	\$75,000	\$50,000
	\$227,556	\$196,908
	\$1,820,545	\$1,595,555

Statement of Operations

(For the year ended March 31st, 2020)

Revenue	2020	2019
Contracts	\$9,349,368	\$5,732,182
Services and training fees	\$951,966	\$2,168,624
Recoverable costs	\$1,814,832	\$1,495,348
Donations - cash	\$77,064	\$181,481
Donations - in kind	\$20,848	\$266,670
Gaming	\$135,000	\$135,000
Interest income and other	\$46,900	\$29,766
	\$12,395,978	\$10,009,071

Expenses	2020	2019
Salaries and benefits	\$7,108,833	\$5,495,903
Client equipment	\$1,814,832	\$1,495,348
Rent	\$882,087	\$691,263
General and administrative	\$394,565	\$391,278
Client tuition	\$215,425	\$439,584
Donations - in kind	\$20,848	\$266,670
Travel	\$327,945	\$266,630
Consulting and contracts	\$224,462	\$238,003
Wage subsidies	\$665,914	\$202,507
Equipment maintenance	\$218,079	\$180,916
Material and supplies	\$212,190	\$141,370
Marketing and program development	\$169,933	\$106,734
Equipment lease	\$65,659	\$49,655
	\$12,320,772	\$9,965,861
Revenue over expenses before other items	\$75,206	\$43,210
Amortization of capital assets	\$(44,558)	\$(23,591)
Write off of capital assets		—
Revenue over expenses for the year	\$30,648	\$19,619

Board and Committee Members

Board Members

Geordie Cree, Chair
Robert Coard, Vice-Chair
Colin Bell, Treasurer
Marie Burgoyne, Member
Laurie Hill, Member
Judy Hutchins, Member
Roger Jones, Member
DJ Lam, Member
Brian Pritchard, Member

Executive Team

Gary Birch, Executive Director
Greg Pyc, National Operations Manager
Rachin Kumar, Director of Finance

Senior Management Team

Harry Lew, Manager of Research and Development
Charles Levasseur, Solutions Departmental Specialist / Regional Manager /
Assistive Technology and Learning Disability Specialist
Nikki Langdon, Solutions Departmental Specialist / Prairie Regional Manager, Program
Cheryl Colmer, Central Regional Manager
Beverly Grasse, Regional Manager / Employment Specialist, Atlantic Region

Board and Committee Members

Management Team

Greg Pyc, Western Regional Manager
Nikki Langdon, Prairie Regional Manager
Cheryl Colmer, Central Regional Manager
Beverly Grasse, Atlantic Regional Manager
Charles Levasseur, Atlantic Regional Manager
Sara Bains, Director of Employment Programs
Katrina Tilley, Manager of Occupational Therapists
Zorana Ciric, Occupational Therapist
Harry Lew, Manager of Research and Development
Chad Leaman, Director of Innovation
Shelina Dilgir, Director of Development
Suzanne Wiens, Director of Communications

Executive Committee

Geordie Cree, Chair
Colin Bell, Treasurer
Marie Burgoyne, Secretary
Judy Hutchins
Brian Pritchard
Gary Birch (ex officio)

Board and Committee Members

Audit and Financial Management Committee

Colin Bell, Chair
Robert Coard
Don Danbrook
Gary Birch (ex officio)
Rachin Kumar (ex officio)
Greg Pyc (ex officio)

Marketing Committee

Judy Hutchins, Chair
DJ Lam
Brian Pritchard
Gary Birch (ex officio)
Priyanka Mehta (ex officio)
Suzanne Wiens (ex officio)

Client Services Committee

Laurie Hill, Chair
Omar Al-azawi
Rob Atwell
Marie Burgoyne
Tanya Morrison
Gary Birch (ex officio)
Cheryl Colmer (ex officio)



Fundraising Committee

Brian Pritchard, Chair
Don Danbrook
Judy Hutchins
Gary Birch (ex officio)
Shelina Dilgir (ex officio)
Chad Leaman (ex officio)

Technology and Partnerships Committee

Geordie Cree, Chair
Jaimie Borisoff
Drew Collier
Roger Jones
Jason Robinson
Josh Vander Vies
Gary Birch (ex officio)

Head Office & Western Regional Office

400 – 3999 Henning Drive
Burnaby, BC V5C 6P9
T 604 473 9363
F 604 473 9364
Toll Free 1 877 673 4636

Prairie Regional Office

1353 Broad Street
Regina, SK S4R 7V1
T 306 781 6023
F 306 522 9474

Central Regional Office

815 St. Laurent Blvd, Room 218
Ottawa, ON K1K 3A7
T 613 723 3575
F 613 723 3579

Atlantic Regional Office

440 York Street
Fredericton, NB E3B 3P7
T 506 450 7999
F 506 453 9681

Charitable Tax # 864366174 RR0001



Neil Squire

www.neilsquire.ca