



Annual Report 2025-2026





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Message from the Chair of the Board



This past year, our community innovated and adapted, expanded access to assistive technology, opened new doors to employment and digital skills, and collaborated to bring greater independence to people with disabilities across Canada. I'm proud to share these achievements, made possible by our dedicated staff, volunteers, and partners, in this year's Annual Report.

Yours truly,

Josh Vander Vies

Chair of the Neil Squire Board

Strength Through Expertise, Collaboration, and Innovation

At the heart of our organization is a dedicated national team whose collective expertise, professionalism, and commitment drive everything we do. Our employees bring a diverse range of credentials, certifications, specialized knowledge, and decades of experience working directly with people with disabilities. This breadth of expertise enables us to understand the unique needs of the individuals we serve as we carry out our mission to use technology, knowledge and passion to empower Canadians with disabilities.

Collaboration is one of our greatest strengths. Across departments, regions, and disciplines, our team works together to share knowledge, embrace new ideas, and leverage emerging technologies to fully support our participants. By fostering a culture of innovation and continuous learning, we are able to adapt to changing needs, identify new opportunities, and deliver programs and services that help Canadians with disabilities achieve economic and social inclusiveness.

The impact of our approach is evident in the lives we have touched throughout the past year and over the course of our history. During the fiscal year, we proudly served more than **16,000 Canadians with disabilities**, helping individuals to achieve their goals, reach their full potential and continue living life to the fullest. Since our inception, we have supported approximately **115,000 individuals**.

As we reflect on another year, we are inspired by the achievements of our participants, the dedication of our staff, and the strength of our partnerships. Together, we continue to build a more accessible and inclusive Canada, where every individual has the opportunity to live, work and play without barriers.



Our Burnaby Creative Employment Options team adapts toys for Hacking for the Holidays.



Neil Squire staff greet attendees at the first annual AT Summit in February 2026.

Highlights From the Past Year



Here are just a few highlights from this year:

Innovation: Our **Makers Making Change** program delivered 9,389 assistive technology devices to people with disabilities, held 504 STEM events, and utilized 13,995 volunteers.

Assistive Technology: Nationally, **Solutions** served 4,741 individuals. We provided 1,461 disability supports through **WorkBC Assistive Technology Services**. **Hearing Solutions** provided 2,560 in-person appointments. We had 2,201 inquiries come through our **AT Help Desk**, and we donated 47 Assistive Technology resource kits to schools through our **Solutions for Schools** program.

Employment: Our employment programs across Canada supported 1,100 participants with disabilities. Over 60% of our **Creative Employment Options** participants gained employment and almost 20% went on to further their education.

Digital Literacy: This year, 1,271 individuals from 44 cities across 9 provinces and territories participated in our digital literacy programs. We provided a combined 5,644 hours of computer tutoring and tech support, and we helped 94% of our digital literacy participants enhance their employability.

Collaboration: Our **Hacking for the Holidays** campaign raised over \$142,500 and through the campaign we adapted 4,257 toys and switches for kids with disabilities in Canada, we hosted 256 events and we engaged over 7,062 volunteers. Our **AT Summit** in Moncton, New Brunswick, brought together over 160 assistive technology professionals, educators, disability service organizations, vendors, and community members from across Canada and beyond, to learn and share knowledge all about Assistive Technology.

Regional Impact

With offices located across Canada, we combine the strength of a truly national presence with the insight and responsiveness that come from being part of local communities. This enables us to deliver consistent, high-quality services while addressing the unique needs of Canadians with disabilities in the regions where they live and work.

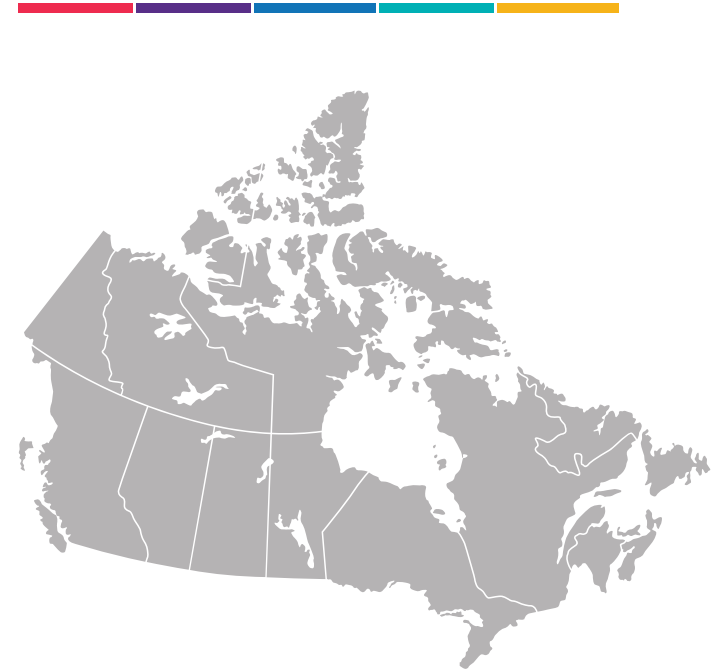
Our **Western Region** serves all regions in British Columbia including Vancouver Island, Vancouver, Coast & Mountains, Thompson Okanagan, Kootenay Rockies, Cariboo, Chilcotin, Coast, and Northern BC & Haida Gwaii. Our Head Office is home to our Solutions Assistive Technology Lab, our R&D labs and our Hearing Solutions hearing health centre.

Our **Prairie Region** serves communities across Alberta, Saskatchewan, Manitoba, Yukon, the Northwest Territories, and Nunavut. With offices strategically placed in Regina, Calgary, and Yellowknife, we maintain strong, ongoing relationships within the rural, Indigenous, and northern communities that shape this region. Provincial funding ensures that programs in this region are locally supported and focused on regional priorities.

Our **Central Region**, with our office located in Ottawa, serves all of Ontario and Quebec. Our Central Region works in close coordination with all other regions to share resources, insights, and best practices.

Our **Atlantic Region** serves all of New Brunswick, Newfoundland and Labrador, Nova Scotia, and Prince Edward Island. Our Atlantic Region has two specialized offices to better serve the region's diverse needs: the Assistive Technology Specific Office in Moncton and the Employment Specific Office in Fredericton. These dedicated offices work collaboratively with other Atlantic regional offices to provide tailored expertise and support, ensuring comprehensive solutions are delivered across the region. Provincial funding ensures that programs in this region are locally supported and focused on regional priorities.

Regional Impact



Prairie Region Spotlight



Yellowknife-based Job Developer and Career Facilitator
Mercy Beilem with Regional Director Nikki Langdon.

Prairie Region

Our Prairie Regional Office has been building partnerships with organizations across Saskatchewan, Alberta, Manitoba, and the Northwest Territories to serve persons with disabilities across the region.

Through partnerships with organizations like the Gary Tinker Federation and the Saskatchewan Indian Institute of Technology, our Prairie Region works extensively with Indigenous participants, both in city centres like Regina and in rural and remote communities. We've worked with bands and participants from: Grandmother's Bay, Cumberland House, La Ronge, Air Ronge, Little Red River Cree Nation, Big River, Pinehouse Lake, Sucker River, Stanley Mission, Buffalo Narrows, Île-à-la-Crosse, File Hills Qu'appelle Region, Ocean Man First Nation, Cote First Nation, Key First Nation, Montreal Lake, and the Prince Albert region. Our Prairie Regional Office also has a strong connection with the Métis Regional Offices in Saskatchewan and Rupertsland in Alberta serving Métis individuals.

"I'd say 70 percent of our participants are Indigenous. We have these strong partnerships. And as you know, it takes a while to become a trusted friend of an Indigenous community," says Nikki Langdon, Regional Director for the Prairies and Northern Territories, who has run our Prairie Region for over 20 years. "It takes a long time to build that trust."

In 2025, we partnered with CDÉTNO to open an office in Yellowknife, Northwest Territories with a focus on our **Creative Employment Options** program, where many of our participants are either Indigenous or new immigrants.

Throughout our Prairie Region, collaboration is key — with all of our programs working in sync.

"It's very important to me that we are really connected," says Nikki. "It's important to me that we all know what each other's doing. And then when one of us is in the community, we can all speak to anything. So, any of my team members can speak with knowledge about Makers Making Change, about Solutions, about Computer Comfort. We go through that wheel, and we can speak to every cog in that wheel. And that's a requirement I have of my whole team."

Participants may access multiple services throughout their journey with us, and often at the same time. For example, they might take part in **Group Employment Skills**, which helps build employment soft skills in a supportive group setting, work one-on-one with a Job Developer our through **Creative Employment Options** program, and develop computer skills needed for employment through **Computer Comfort**. Our team works with each participant to develop an action plan, and they can access many different services at the same time.

Our **Solutions** program plays a huge role in the Prairie Region. In addition to ergonomic and assistive technology assessments, the Prairie Region Solutions team provides training and presentations, providing accessibility disability awareness training to City of Regina staff and presenting on disability awareness to post-secondary institutions across Saskatchewan.

Prairie Region Spotlight



Atlantic Region Spotlight



Members of our BC and New Brunswick teams at the 30th Annual National Supported Employment Conference in Moncton, New Brunswick, hosted by CASE in partnership with AvenueNB, in June 2025. Regional Director Beverly Grasse is second from the right.

Atlantic Region

In addition to our national **Creative Employment Options** and **Empower3D** programs, our Atlantic Regional Office offers a number of unique employment programs in New Brunswick.

Through our **Job Focus** program, we provide Vocational Rehabilitation Services which are utilized by WorkSafeNB Workforce Re-entry Case Managers.

"Typically, when someone's injured, their case manager will try to get them back to their previous employment. If they can't do that, they try to find a different position with the same employer," explains Beverly Grasse, Atlantic Regional Director for Employment Programs and Services. "And if they can't find suitable employment with their previous employer, these are the participants who usually come to us to figure out what they can do to return to work or whether they can't return to work at all which requires long term disability. These participants often have very complex needs, and a lot of Vocational Planning needs to be done. Each person has a different situation."

The program provides a wide range of services including assessments, transferable skills analysis, resume and interview preparation, and identifying educational and upskilling opportunities. It's up to us to help participants find work and assess if they can return to work or if they need long-term disability. Services are personalized based on each participant's needs — some may just need help with their resume, while others may need a wider variety of assistance.

With tight deadlines — each participant has a return-to-work plan set by WorkSafeNB with strict timelines — that need to be met, and the importance of assessments made by our team, it requires a lot of trust from WorkSafeNB.

"It's taken us a long time to build that trust with our case managers. They put a lot of trust in us to make high cost decisions," Beverly shares. "The people we have working in the program take it very serious, because you're working with someone that at the end of 13 weeks and they don't have a job, they may lose their house, they may lose everything they have."

Participants in Job Focus can also rent laptops and assistive technology while in the program.

Our Atlantic Regional Office also operates **Employment Assistance Services** in Fredericton, Bathurst, and Edmundston, as well as the **Community Employment Centre** at WorkingNB in Fredericton, which offers walk-in job search assistance, and **Client Supports**, which delivers funding for workplace supports.

Atlantic Region Spotlight



Innovation



Student makers work together at a Makers Making Change build event.



Innovation



Skye, Makers Making Change Youth Leader

Highlights From the Year

This year, our **Makers Making Change** program celebrated an incredible milestone — **25,000** assistive devices delivered to persons with disabilities across the world. This is in large part thanks to the success of initiatives like **Clubs That Care** and **STEM With Purpose**, which engage youth leaders and encourage interest in STEM learning and careers, all while making these much-needed devices.

Through our **Clubs That Care** initiative, which inspires the Canadian engineers and scientists of tomorrow, we issued **202** grants, engaged **3,256** volunteers, and delivered **4,159** assistive devices. **72%** of our Clubs That Care leaders were either a person with a disability, indigenous, racialized, female, or lived rurally. All together our volunteers provided **9,993** volunteer hours.

Our **STEM With Purpose** initiative engaged **10,245** youth and we held **504** youth events across 9 provinces. Through our **STEM With Purpose** workshops, we teach students hands-on STEM skills like soldering, and have students make a real-world difference through activities like building assistive technology for Canadians with disabilities.

We have continued to be a leader in the field of adaptive gaming, working with gamers, clinical centres, and game developers to ensure that gaming is accessible to everyone. Our **GAME Checkpoints** initiative supported **203** gamers this year and launched **2** additional checkpoints bringing us to a total of **11** checkpoints.

“Hands-on experience is essential for students. You can talk to them all day long and it won’t get the point across the same way that getting their hands on a soldering iron and seeing that solder smoke and making that connection in the circuit. No words or pictures will top that.” – Skye, Makers Making Change Youth Leader

In June, our Accessible Gaming Lead, Tyler Fentie, was invited by the Gyeonggi Rehabilitation Engineering Service Research Support Center to speak at the **2025 International Symposium on Assistive Technology**, which focused on adaptive gaming, in Seoul, South Korea.

Makers Making Change: A Model of Customization and Collaboration

Our **Makers Making Change** program continues to innovate how people with disabilities access the assistive technology solutions they need to live, work, learn, and play. Through our open-source model, customized solutions can be created, often at a fraction of the cost of commercial alternatives.

Anyone can request a device through our online platform. One of the key advantages of the **Makers Making Change** model is the ability to customize and modify a design to an individual's specific needs. Whether a device requires a size adjustment, a functional modification, or simply a preferred colour, our community of volunteer makers can adapt designs to create solutions that work for the user.

"Rather than needing to rely solely on commercial, one-size-fits-all solutions, our platform allows people with disabilities to choose from over 200 open-source device designs, many of which can be customized to meet their unique needs," says MMC Technology Team Manager Jake McIvor.

Last year, over 250 device requests were completed by the **Makers Making Change** volunteer community. From simple 3D printed signature guides to complex electronic devices like the LipSync, volunteers fabricated and delivered customized solutions for just the cost of materials and shipping.

But that's just a portion of our impact over the last year.

Our recently revamped **Design Challenges Forum** provides a platform for people with disabilities to share ideas for devices that address unmet needs. By connecting users with our community of makers, these ideas can be developed into functional designs that not only solve individual challenges but also expand our growing library of open-source solutions, helping more people benefit from shared innovation.



Innovation



Clubs That Care youth leader Jaxon works on an assistive switch.



Innovation



Makers Making Change is also helping build the future workforce and volunteer community that will drive accessible innovation for years to come. Through our **STEM With Purpose** initiative, youth gain hands-on experience in design, fabrication, and problem-solving while developing empathy and a greater understanding of the barriers faced by people with disabilities. These programs cultivate the skills and mindset needed to create inclusive technologies and strengthen our capacity to meet growing demand for customized solutions. One recent project saw elementary school students collaborate with a person with a disability to design and manufacture a custom ergonomic hand rest, demonstrating how even young learners can apply technology and human-centered design to create meaningful impact.

Through our **Clubs That Care** initiative, funded by Canada Service Corps, **Makers Making Change** provides micro-grants to youth leaders who are creating positive change in their communities by making and delivering assistive devices. **Clubs That Care** leaders work collaboratively with volunteers, community organizations, and local partners to identify needs and deliver customized assistive devices where they are needed most. In addition, our new Partner Requests functionality connects clinicians across Canada directly with **Clubs That Care** volunteers, streamlining access to assistive technologies for their clients.

"As a person with a disability and wheelchair user myself, I know firsthand how expensive stuff like that can be, and I know personally that I would have benefited from a lot of this stuff if it had been more affordable. What Makers Making Change does is just amazing to me." – Nico, Makers Making Change Volunteer

"Clubs That Care youth leaders have shown great initiative in connecting with members of their community and local organizations," explains MMC Community Manager Shanelle Gilman. "While leaders are required to deliver 20 assistive devices and engage 10 volunteers, many are going above and beyond — one group delivered over 300 devices."

Makers Making Change continues to be a leader in the adaptive gaming space. Our network of 11 **GAME Checkpoints** provides accessible gaming spaces across the country and the opportunity to collaborate with clinicians and game developers which resulted in supporting nearly 200 gamers with disabilities. In December, we launched **GAME Tickets**, to expand this reach and connect gamers with disabilities to our adaptive gaming team for personalized support and assessments. This program helps ensure gamers can get the customized set-ups — the right combination of switches, joysticks, mounts, and other devices — to play the games they love.

Our **Makers Making Change** team also frequently works in collaboration with programs across our Neil Squire banner. Working under the guidance of the occupational therapists and assistive technology experts from our **Solutions** program, **Makers Making Change** has helped develop custom assistive technology solutions that enable clients with disabilities to thrive in their places of employment. Meanwhile, work with our Digital Literacy programs ensure Canadians with disabilities can access their digital devices. Often, this work involves finding custom solutions to replace commercial devices which are no longer manufactured or supported — recent examples include typing aids and sip-and-puff devices.

Together, these initiatives highlight the unique strength of the **Makers Making Change** model: combining open-source innovation, youth STEM education, community collaboration, and personalized support to meet individual needs at scale. Whether through a single customized device, a youth-led volunteer project, an adaptive gaming assessment, or a newly developed design shared with the community, our work is expanding access to customized assistive technology for people with disabilities across Canada and beyond.



Innovation



Accessible Gaming Lead Tyler Fentie leads a **GAME Checkpoint** training session with clinicians from the GF Strong Rehabilitation Centre in Vancouver, BC.



Innovation

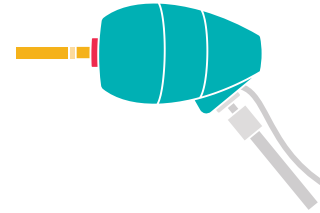


Makers Making Change: Canada Wide

Makers Making Change connects people with disabilities to volunteers who can build affordable assistive technology.

9,389

Assistive Technology devices were delivered to people with disabilities



201

Assistive Technology devices were shared on our website

13,995

volunteers were utilized

504

STEM events were held with

10,245

Youth STEM Participants



507

unique gamers were served

501

gamer sessions were held

2

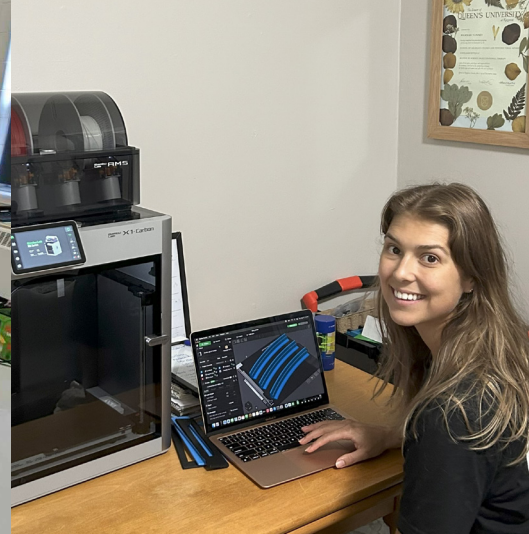
GAME Checkpoints were launched

11

total GAME Checkpoints

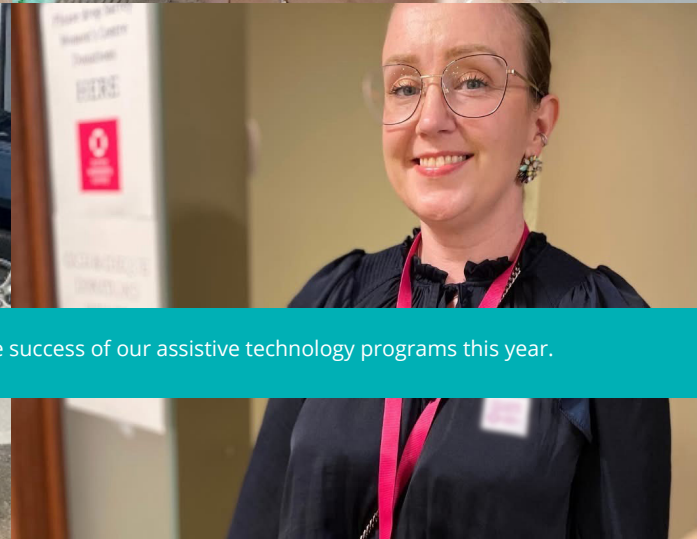
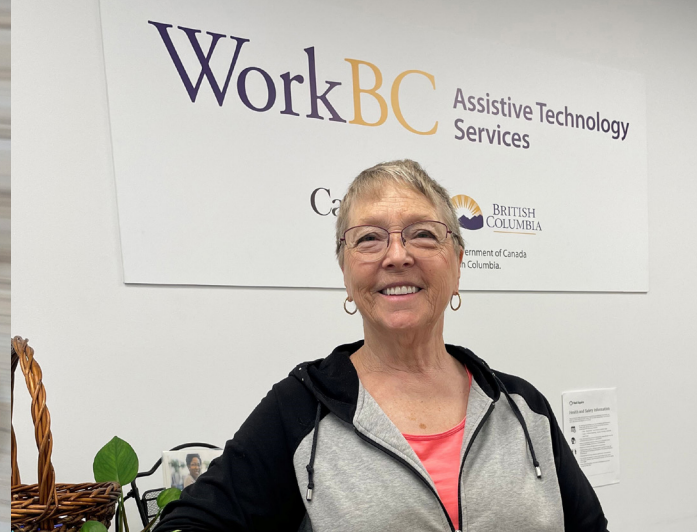
4,257

toys and switches were adapted for kids with disabilities through our Hacking for the Holidays campaign



A variety of images showcasing our work in the area of innovation this year.

Assistive Technology



A variety of images showcasing the success of our assistive technology programs this year.



Gloria, WorkBC Assistive Technology Services participant

Neil Squire is Canada's trusted leader in assistive technology, helping individuals access innovative solutions that enhance independence and participation. From assessment and recommendation to trialing and implementation, we provide personalized support every step of the way.

Our assistive technology services are designed to meet the unique needs of people with disabilities at home, work, and in their communities. Through **Neil Squire Solutions**, we deliver customized assessments and technology recommendations, while **Neil Squire Hearing Solutions** offers specialized hearing care throughout Greater Vancouver.

"I am more confident, happier, and more professionally able to meet my clients, employers, and co-workers needs. I look forward to my workday, and feel respected and valuable to my job." – Gloria, WorkBC Assistive Technology Services participant

We also operate **WorkBC Assistive Technology Services**, providing funding and support for workplace accommodations across British Columbia, including assistive technology, ergonomic equipment, and vehicle modifications.

In New Brunswick, our **AT Help Desk** offers information and expert guidance to help individuals find and effectively use assistive technology.

Highlights From the Year

This year, we served a combined **9,371** participants across all of our assistive technology programs nationally. Through **WorkBC Assistive Technology Services** we provided **1,461** disability supports in British Columbia.

With funds raised through our **Princess Ball** fundraising event and from donors and sponsors, our Prairie Regional Office donated **47** Assistive Technology Resource Kits to schools to support students with disabilities through our **Solutions for Schools** initiative. The kits allow young students to access and learn how to use a variety of low- and high-tech assistive technology. In addition to delivering the kits which were available in both English and French, our **Solutions** team also provided training to teachers and learning support staff.

In May our Hearing Solutions team providing audiology testing for athletes at the **2025 World Deaf Hockey Championship**. Testing was provided on-site at UBC with a fully mobile setup. This prestigious event brought together the world's top deaf hockey talent.

"These accommodations allowed me to regain my independence, travel safely, and return to work, enabling me to participate fully in my community and workplace."
– Lynn, WorkBC Assistive Technology Services participant

In October our Director of Audiology, Heather Ritchie, received the **Rising Star Award** today at the Canadian Academy of Audiology Conference.



Lynn, WorkBC Assistive Technology Services participant



WorkBC Assistive Technology Services participant, Ahmed.

Solutions: Canada Wide

Solutions is a team of multi-disciplinary healthcare professionals who specialize in using assistive technology and ergonomics to find the most effective individualized solutions to meet the needs of people with disabilities at home, school, or in the office.

4,741
individuals were
served nationally

98%
of individuals enhanced
their employability

WorkBC Assistive Technology Services: British Columbia

WorkBC Assistive Technology Services, operated by Neil Squire, provides funding for assistive technology or supports to assist people with disabilities to gain and sustain employment or community attachment. Services are provided to employers, employees, and self-employed individuals in British Columbia.

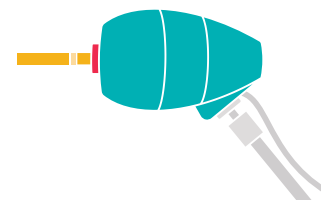
1,199
ATS applications
were received

907
employers
were served

593
ATS agreements
were signed

1,079
assessments
were completed

1,461
total disability supports
were provided



Hearing Solutions: Burnaby, British Columbia

Hearing Solutions is a fully equipped hearing health centre dedicated to the prevention and treatment of hearing loss, offering compassionate and client centered service in the Greater Vancouver area.

2,560

**in-person
appointments
were provided**

687

**consultations, training,
follow-ups, and other
hearing aid services
were provided**

687

**people were
provided with ear
cleaning / ear wax
removal**

177

**hearing aid
fittings were
provided**

770

**hearing and tinnitus
assessments were
provided**

1,099

**new clients have
been served this
past fiscal year**



Assistive Technology

1

**was the age of our
youngest client**

104

**was the age of
our oldest client**

3,973

**clients have been served in-person since
we opened our hearing clinic doors**

AT Help Desk: New Brunswick

The AT Help Desk, serving the province of New Brunswick, helps people with disabilities access up-to-date Assistive Technology information and receive support related to the sourcing and use of Assistive Technology. Our goal is to help reduce the employment gap for persons with disabilities by providing easy access to vendor-neutral, up-to-date information regarding Assistive Technology solutions for education and/or employment.

871 inquiries were received

326

**were for AT
suggestions
or sourcing**

232

**were for
troubleshooting**

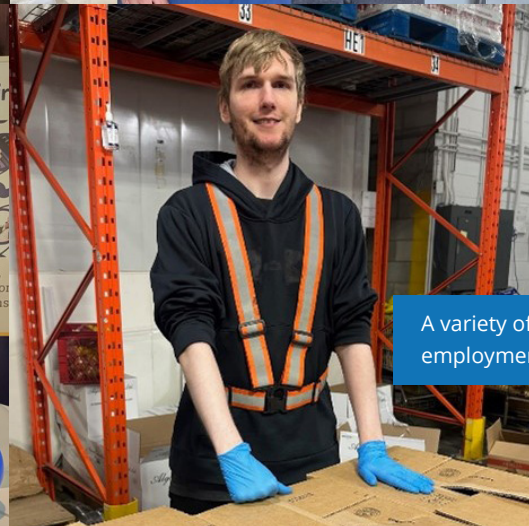
189

**were for
training**

101

**were inquiries
about services**

Employment



A variety of images showcasing the success of our employment program this year.

Employment



Tyler, Creative Employment Options participant



Thomas, Creative Employment Options participant

Our employment programs empower individuals with disabilities to build skills, gain valuable experience, and achieve meaningful career goals. Through a range of personalized and innovative services, we help participants prepare for, secure, and succeed in the workforce.

From customized job readiness training through **Creative Employment Options** to hands-on manufacturing and technology learning opportunities for youth through **Empower3D**, our programs are designed to meet participants where they are and support their unique employment journeys.

"I have nothing but amazing things to say about Neil Squire Society and how they helped me reach this goal!" – Tyler, Creative Employment Options participant

Our regional employment programs, including **Job Focus** and **Group Employment Skills**, offer flexible one-on-one and group-based support to help individuals develop confidence, explore career pathways, and work toward full-time or part-time employment, volunteer opportunities, or self-employment.

Highlights From the Year

This year, our employment programs across Canada supported **1,100** participants with disabilities.

Our **Creative Employment Options** webinar series — which included webinars on using AT and LinkedIn for job search, what effective networking looks like, how to disclose your disability, and so much more — had a total of **927** registrants from nearly all provinces and territories across Canada, providing valuable and free resources to job seekers with disabilities, and employers interested in hiring people with disabilities.

"I can't imagine trying to have done this all on my own, and I probably would be in a very different mental health capacity if I had to do this on my own. You guys have such amazing staff that actually looks at the human aspect of things." – Thomas, Creative Employment Options participant

Creative Employment Options: Canada Wide

Creative Employment Options helps people with disabilities prepare for, obtain and maintain employment. This unique, comprehensive and participant centered program is designed to develop the skills required to help individuals achieve their employment goals.

377

participants were served across the country

113

participants received a wage subsidy intervention

229

participants gained employment or became self-employed

149

youth participants were served

73

participants returned to school or stayed in school

43

Indigenous participants were served

Empower3D (Canada Wide)

Empower3D provides youth with disabilities the opportunity to develop skills and gain valuable work experience in the manufacturing sector.

38

youth participants were served nationally

3

participants returned to school or stayed in school

21

enhanced their employability

Additional Atlantic Canada Employment Programming

Through our regional offices in Moncton and Fredericton, we offer a full slate of programs from pre-employment to employment, such as Job Focus, to our AT Help Desk.

561 additional participants in our Atlantic Region were served



Employment

Group Employment Skills: Saskatchewan

Group Employment Skills, offered in Saskatchewan, helps participants build their skills and learn how to successfully find employment. This individualized program provides both a group and one-to-one supportive learning environment.

124

participants in Saskatchewan were served

104

participants enhanced their employability

1,890

staff facilitation hours were used

86

participants gained employment or returned to school



Digital Literacy



Neil Squire Society 2025 – 2026 Annual Report

A variety of images showcasing the success of our digital literacy programs this year.



Melanie, Distance Computer Comfort participant

Since our inception, we have helped individuals with disabilities build confidence and independence through volunteer-led computer skills training. Developing digital literacy creates access to essential services, strengthens connections with family and friends, and creates new opportunities for learning, employment, and community participation.

Computer Comfort provides free, one-on-one computer tutoring in a supportive, client-centered environment. Participants receive personalized instruction tailored to their goals, and those who need one can receive a refurbished donated computer for home use, along with ongoing technical support.

Through **Distance Computer Comfort**, we bring the same personalized learning experience to individuals with disabilities across Canada. With flexible scheduling and remote access, participants can develop their digital skills from the comfort of home while receiving dedicated guidance from volunteer tutors every step of the way.

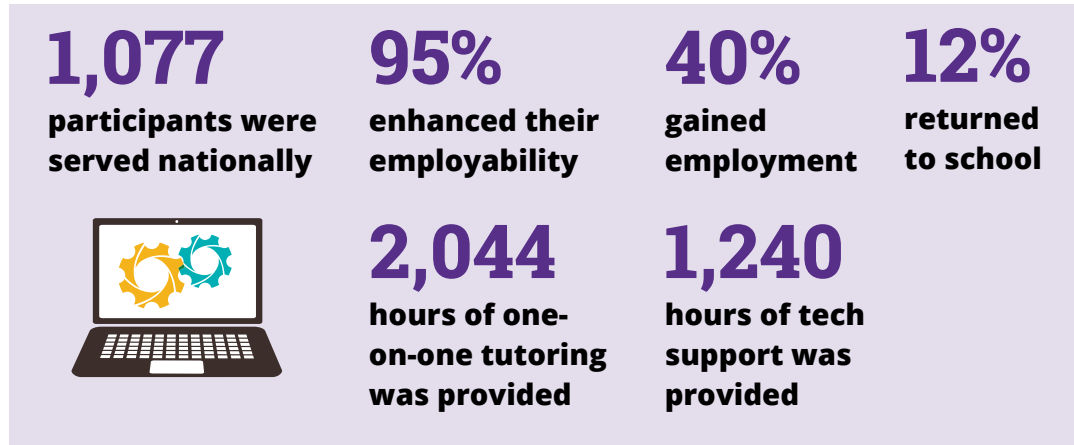
**"I can't understate how much of a difference Distance Computer Comfort made."
– Melanie, Distance Computer Comfort participant**

Highlights From the Year

This year, **1,271** individuals from **44** cities across **9** provinces and territories participated in our digital literacy programs. We provided a combined **5,644** hours of computer tutoring and tech support, and we helped **94%** of our digital literacy participants enhance their employability.

Computer Comfort: Canada Wide

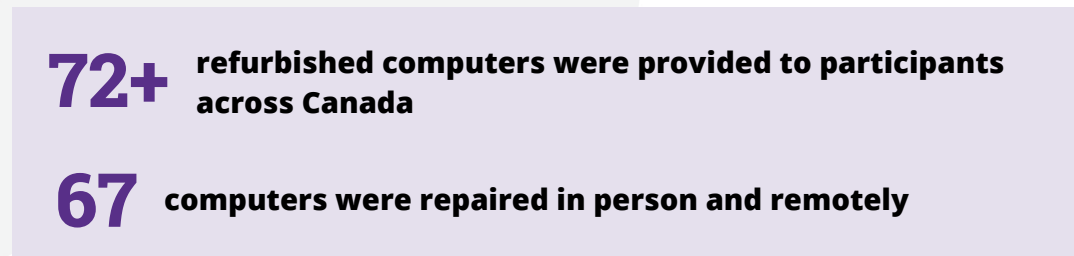
Computer Comfort offers one-on-one computer tutoring at no cost to qualifying participants in a supportive, client-centred environment; a refurbished donated computer for the home, if needed; and ongoing technical support.



We served participants with the following disabilities: arthritis, ADHD, brain injury, cerebral palsy, chronic pain, developmental disabilities, epilepsy, Fibromyalgia, learning disabilities, mental health disabilities, Parkinsons, polio and post-polio, spina bifida, spinal cord injury, stroke, vision impairment, other impairments.

Computer Refurbishing: Burnaby, British Columbia

Our Computer Refurbishing program, available in the Greater Vancouver Area, provides donated computer for the home and ongoing technical support. We are a Microsoft® Registered Refurbisher.



Digital Literacy



Distance Computer Comfort: Canada Wide

The **Distance Computer Comfort** program, available online anywhere in Canada, offers one-on-one tutoring through a virtual classroom. Without even having to leave home, participants can learn how to use their computer, tablet, or smartphone.



194

participants were served across the country

9

provinces were home to participants we served

45

cities were home to participants we served

1,900

hours of one-on-one tutoring were provided

22

volunteers were utilized

4

Computer Comfort partner sites were utilized

280

hours of remote support were provided by our staff. They assisted participants in troubleshooting issues with their computers and mobile devices.



**Digital
Literacy**

Of the participants who took part:

92%

participants enhanced their employability

9%

participants gained employment

10%

participants moved on to volunteer opportunities

5.7%

participants moved on to training or educational opportunities



Digital Literacy

Of the volunteers who took part:

55%

volunteered with Neil Squire for the first time

45%

are either continuing client pairings into 2026/2027 or are waiting to be paired with clients

22

volunteers connected from the following provinces across Canada: 14 from BC, 1 from Alberta, 1 from Saskatchewan, 4 from Ontario, 1 from New Brunswick, and 1 from Nova Scotia

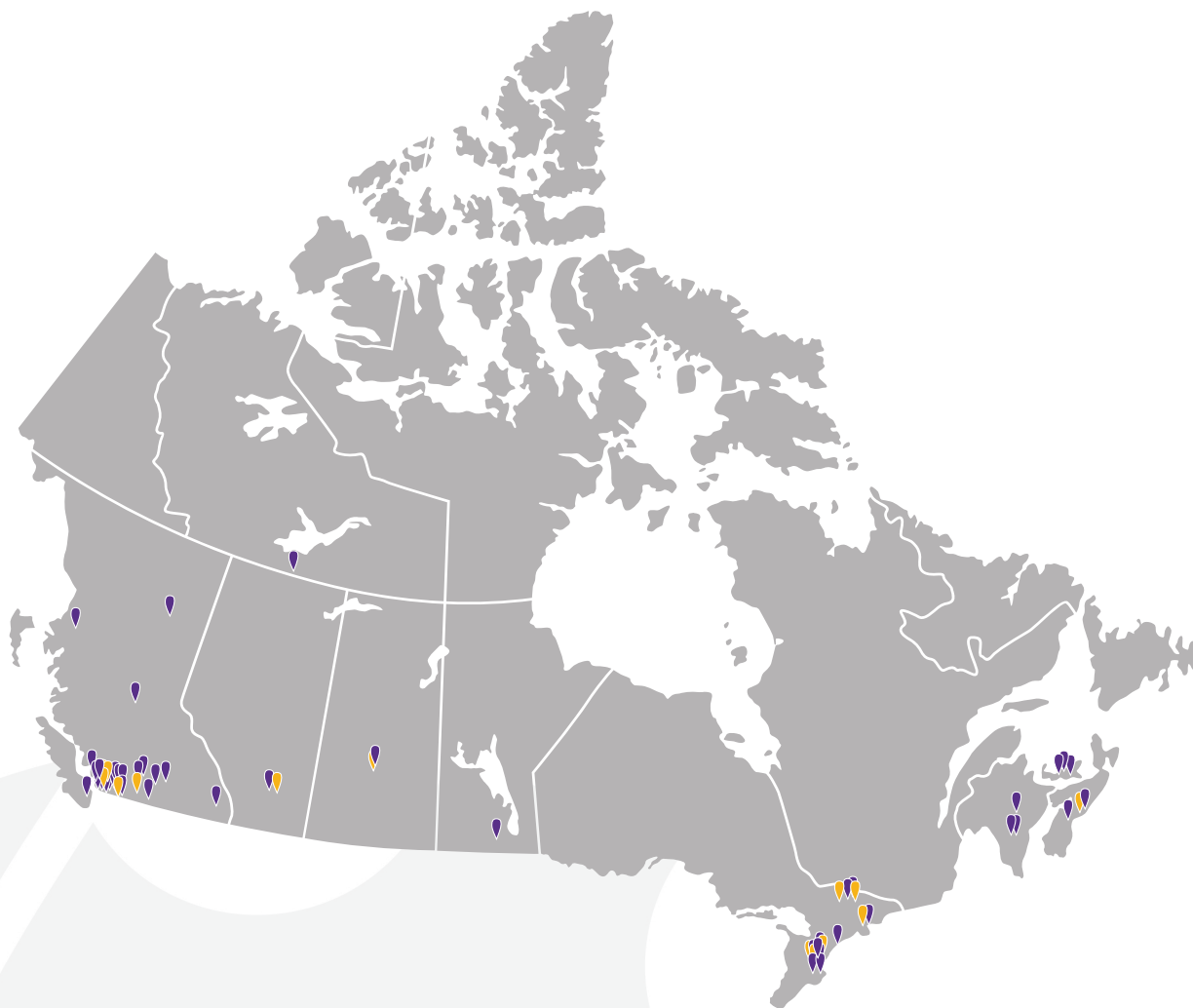
700

Approximate hours of tutoring completed by our our British Columbia based volunteers

As pre-employment programs, our expectation of **Computer Comfort** and **Distance Computer Comfort** participants is that they would move on to an employment program, however, nearly **40%** and **9%** of our participants respectively found employment right away.

Computer Comfort participants typically have the lowest levels of education and the least employment experience among all our programs, so we are particularly proud of these results.

Distance Computer Comfort's Reach Across Canada



Participant locations:

British Columbia: Abbotsford, Burnaby, Chilliwack, Coquitlam, Cranbrook, Delta, Duncan, Fort St. John, Kamloops, Keremeos, Langford, Mission, North Vancouver, Penticton, Port Coquitlam, Prince George, Richmond, Salmon Arm, Surrey, Terrace, Vancouver, Victoria, West Vancouver, **Alberta:** Calgary, **Saskatchewan:** Warman, **Northwest Territories:** Hay River, **Manitoba:** Winnipeg, **Ontario:** Ajax, Etobicoke, Kingston, Orleans, Ottawa, Richmond, St. Catherine's, Toronto, Woodlawn, **New Brunswick:** Lutes Mountain, Moncton, Saint-Louis-de-Kent, **Nova Scotia:** Halifax, Westville, **Prince Edward Island:** Charlottetown, Hope River, Montague

Volunteer locations:

British Columbia: Burnaby, Hope, Penticton, Port Moody, Richmond, Surrey, Vancouver, **Alberta:** Calgary, **Saskatchewan:** Saskatoon, **Ontario:** Markham, Ottawa, Pickering, Toronto, Whitby, **New Brunswick:** Saint John, **Nova Scotia:** Prospect Bay,

Collaboration



Collaboration is at the heart of everything we do. Through fundraising initiatives, community events, networking opportunities, and educational engagements, we worked alongside partners, supporters, and communities to advance our mission. Here are a few highlights from the hundreds of events and activities we participated in this year.



Collaboration

Highlights From the Past Year

Over 3 days in February, we hosted the **AT Summit** in Moncton, New Brunswick. Over **160** assistive technology professionals, educators, disability service organizations, vendors, and community members from across Canada and beyond, came together to learn and share knowledge all about Assistive Technology.

Our **Hacking for the Holidays** campaign this year raised over **\$142,500**. With your support we were able to adapt **4,257** toys and switches for kids with disabilities in Canada. We hosted **256** events, with events in every province, and engaged over **7,062** volunteers.

In March, our 6th annual **Princess Ball** fundraising event took place in Regina, Saskatchewan with over **350** attendees. This year, all proceeds from the event went towards our Prairie Region's **Solutions for Schools** initiative, in which we donate Assistive Technology Resource Kits — each containing on average **\$1,400** worth of specialized assistive technology — to schools across Saskatchewan and the Northwest Territories.

In May we organized national events for **National AccessAbility Week** in which we had **16,973** register to watch a virtual presentation or to take part in a walk and roll or a buildathon. That same month we receive a **Community Access Award** from ResourceAbilities recognizing contributions to accessible technology and community driven innovation for individuals with disabilities.

We hosted visits to our head office by MP Ernie Klassen and MP Wade Change, providing assistive technology demonstrations from our **Makers Making Change** and **Solutions** programs, and sharing information about our **Computer Comfort** and **Computer Refurbishing** programs.

In June we were the featured non-profit for RBC and the Vancouver Canadians' **We Care Wednesday** baseball game at Nat Bailey Stadium in Vancouver.

Other highlights include hosting another Burnaby Board of Trade networking event at our head office, and gathering with the **BC SCI Network** which is comprised of Neil Squire, BC Wheelchair Basketball Society, BC Wheelchair Sports Association, Disability Foundation, and Spinal Cord Injury BC.

Outreach and Networking

Our **Creative Employment Options** program's outreach efforts span across multiple provinces and territories, from coast to coast to coast, coordinated from our regional offices in British Columbia, Saskatchewan, Ontario, and New Brunswick. This year we connected with nearly **592** employers and service providers, including disability organizations, universities and other post-secondary institutions, and organizations serving equity-deserving communities such as youth, immigrants, and Indigenous peoples. These connections took place through corporate meetings, job fairs, information booths, networking events, group presentations, formal networking sessions, panel discussions, and speaking engagements.

Our **WorkBC Assistive Technology Services** outreach efforts in British Columbia included approximately **2,000** engagement opportunities and included participation in corporate meetings, job fairs, booths, networking events, group presentations, formal networking sessions, panel discussions, and speaking engagements. Our networking activities with Boards of Trade, Chambers of Commerce, business networking groups, small business owners, WorkBC Centres, and disability organizations allow us to extend our outreach across the entire province.

A Model of Collaboration: AvenueNB

In New Brunswick, Neil Squire is one of 23 member organizations of the AvenueNB Cooperative.

Established in 2022, the AvenueNB Cooperative is an innovative non-profit collective of employment service providers that serve New Brunswickers with disabilities. Receiving long-term funding from the Government of New Brunswick's Department of Post-Secondary Education, Training and Labour (PETL), AvenueNB administers funding to its member organizations, instead of having each organization compete for contracts.

Member organizations work together to break down barriers and help New Brunswickers with disabilities find employment. For example, while Easter Seals NB focuses on the lending of assistive technology, Neil Squire's **Solutions** program are the experts in assessments and training — the organizations work together, referring participants to each other. And it's that way across the board with all 23 organizations that compose AvenueNB, with a wide range of services across the province, in both English and French, ensuring that no one is left behind.



Collaboration



Charles Levasseur, our Atlantic Regional Director for Assistive Technology and Occupational Therapy Programs and Services.



Collaboration

It's a model of collaboration that mirrors our own emphasis on collaboration at Neil Squire. Charles Levasseur, our Atlantic Regional Director for Assistive Technology and Occupational Therapy Programs and Services, has served as the chair of the board for AvenueNB since its inception. However, the key is that no one organization owns AvenueNB, it truly operates as a cooperative.

"We don't compete," Charles explains. "Just like Neil Squire, we have a mission, vision, and values at AvenueNB. And one of the biggest ones is collaboration between all the members. And in order to be a member, you need to collaborate — you need to be willing to collaborate."

A key benefit to this model is the standardization of services across New Brunswick. Whereas before you might have a different level of access to resources depending on regional options — whether you were located in a city centre or in a rural area, or if you spoke English or French. The close collaboration between 23 organizations across the province ensures that you can expect the same high level of service regardless of where you're located in New Brunswick.

"Before, if you got technology in New Brunswick, it didn't mean you were going to get the same technology in Moncton, in Miramichi, in Bathurst, or in Campbellton. Two individuals may have the same need, but they'll get different resources. With AvenueNB being in the picture, that's being eliminated. It's a fair access to technology and a fair access to accommodation," explains Charles.

And every corner of the province is covered. While Neil Squire may handle employment in Fredericton, Options Outreach covers Saint John. Organizations like Vision Loss Rehabilitation Canada, New Brunswick Deaf and Hard of Hearing Services, and Learning Disabilities Association of New Brunswick ensure that different needs are met across the province.

"Our goal is to make sure we identify gaps and we find solutions for those gaps," explains Charles.

It's a model that's showing results. According to a 2026 Social Return on Investment analysis by Ference & Company Consulting, every dollar invested in AvenueNB by the government results in a return of \$2.79, considering decreased social assistance payments, increased tax revenue, and increased consumer spending.



Collaboration

Visit our website to read our latest success stories:



<https://www.neilsquire.ca/category/success-stories/>



Visit our website to read our latest news stories:



<https://www.neilsquire.ca/category/latest-news/>

A few highlights from the hundreds of events and activities we participated in this year.

Leaving a Legacy

Leaving a Legacy

The impact of your generosity can continue for generations to come.

By making a planned gift to Neil Squire, you help create a more inclusive future where people with disabilities have access to opportunities, technology, employment, and independence. A planned gift is a deeply personal way to support a cause you care about while leaving a lasting legacy of empowerment and possibility.

To learn more about opportunities to support Neil Squire's work through a donation or planned giving program, please contact:

Chad Leaman, CAE

Director of Innovation

604-473-9363 ext. 173

chadl@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

Youth Employment and Skills Strategy, Employment and Social Development Canada

Government of Canada

Canada Service Corps, Employment and Social Development Canada

Government of Canada

Canada Summer Jobs, Employment and Social Development Canada

Government of Canada

CanCode, Innovation, Science and Economic Development Canada

Government of Canada

PromoScience, Natural Sciences and Engineering Research Council of Canada

Government of Canada

National AccessAbility Week, Accessible 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

City of Moncton

Ministry of Immigration and Career Training

Government of Saskatchewan

Saskatchewan Liquor and Gaming Authority

Saskatchewan Workers and Compensation Board

City of Regina

Major Donors

Aethera Technologies
Air Canada Foundation
Alison M. Clark Estate
Andrew Mahon Foundation
Avenue NB
BC Paraplegic Foundation
Borden Ladner Gervais
Boston Scientific
Bourassa Savaria Foundation
Brian Pritchard
Calgary Foundation
CNIB
Coast Capital Savings Credit Union
Craig H. Neilsen Foundation
Devon Boyce

EA - Electronic Arts
Gary Schajer
Google
Granville Island Hat Shop
Greg Pyc
Hamber Foundation
ILLAHIE Foundation
Information Services Corporation
Mary Frances Laughton
McInnes Cooper
Michael Armanious
Nikki Langdon
Open Road Group
RBC Foundation
Ryan

Salesforce
Saskatchewan Community Foundation
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Scraper Corporate
Sean Wilson
Skye Ables
SMART Technologies
SpencerCreo
TD Canada Trust
The Canada Life Assurance Company
United Way Maritimes
Walsh Foundation
Watson Goepel
Workday
YMCA of Fredericton

Individual Donors



A&R Electric Ltd.	Gai-Lanne Pepper	Paul Percival
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BC Nurses' Union	Gerald Price	Rachin Kumar
Be Light To Raise Light LTD	Gordon Watt	Richard Bouska
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Brenda Duerr	intaGEN Wealth Inc.	Shannon Vogel
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Chad Schmidt	M Cheng	Stryker
CIBC	Manjinder Kang	Sunset Electric Ltd
Clay Braziller	Marlee David	Syd and Elaine Pallister
Coast To Coast Assistive Tech Consulting	Mary Lynn Gallant	Travis Darke
CommonSKU Inc	Michael Brown	Western University School of Occupational Therapy
Daniel and Wendy Lee	Mohsen Haji Hassan	Yasmin Juma
Darryl Ho	Munesh Raman	
Derrick Andrews	Nathan Toevs	
Eric Hominick	Nina Martens	

Board and Committee Members

Board Members

Josh Vander Vies, Chair
Marie Burgoyne, Vice-Chair
Brian Pritchard, Past-Chair
Colin Bell, Treasurer
Jackie Connelly, Member
Laurie Hill, Member
Patrick Ho, Member
Scott Rutherford, Member

Executive Team

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

Regional Directors

Cheryl Colmer, Central Regional Director
Beverly Grasse, Regional Director /
Employment Specialist, Atlantic Region
Nikki Langdon, Solutions Departmental
Specialist / Prairie Regional Director
Charles Levasseur, Solutions Departmental
Specialist / Regional Director / Assistive
Technology and Learning Disability Specialist
Greg Pyc, Western Regional Director

Management Team

Zorana Ciric, WorkBC Assistive Technology
Services Program Manager
Geordie Cree, Chief Information Officer
(Pro Tem)
Patty Lavakittichaiyant, National Program
Manager
Chad Leaman, Director of Innovation
Harry Lew, Manager of Research and
Development
Munesh Raman, IT Manager
Katrina Tilley, Manager of Occupational
Therapists
Suzanne Wiens, Director of Communications

Executive Committee

Josh Vander Vies, Chair
Colin Bell, Treasurer
Marie Burgoyne, Secretary
Brian Pritchard
Scott Rutherford
Gary Birch (ex officio)

Audit and Financial Management Committee

Colin Bell, Chair
Patrick Ho
Gary Birch (ex officio)
Rachin Kumar (ex officio), Advisor

Marketing Committee

Judy Hutchins, Chair
Jackie Connelly
Laurie Hill
Brian Pritchard
Gary Birch (ex officio)
Austin Cozicar (ex officio)
Suzanne Wiens (ex officio)

Client Services Committee

Laurie Hill, Chair
Marie Burgoyne
Gary Birch (ex officio)
Cheryl Colmer (ex officio)
Rob Attwell, Advisor

Fundraising Committee

Brian Pritchard, Chair
Jackie Connelly
Gary Birch (ex officio)
Chad Leaman (ex officio)

Technology and Partnerships Committee

Scott Rutherford, Chair
Jaimie Borisoff, Advisor
Drew Collier, Advisor
Alan Bridgeman, Advisor
Leon Salvail, Advisor
Gary Birch (ex officio)
Chad Leaman (ex officio)

Statement of Operations

Neil Squire Society Statement of Operations For the year ended March 31, 2026

	2026	2025
Revenue		
Contracts (Note 10)	13,890,842	13,559,996
Services and training fees	1,654,006	1,325,457
Recoverable costs (Note 13)	2,288,389	2,585,640
Donations - cash	184,095	158,746
Donations - in kind	825	440
Gaming	145,000	145,000
Interest income and other	463,403	444,611
	18,626,560	18,219,890
Expenses		
Salaries and benefits (Note 12)	10,530,335	9,974,220
Client equipment (Note 13)	2,288,394	2,585,640
Rent	989,677	890,732
Consulting and contracts	507,596	890,281
General and administrative	792,168	880,687
Client supports	1,282,041	863,854
Wage subsidies (Note 13)	895,895	810,289
Equipment, maintenance and lease	330,576	412,631
Travel	340,769	349,148
Materials and supplies	458,897	325,153
Marketing and program development	160,455	207,505
Amortization	10,060	24,650
Donations - in kind	825	440
Total expenses	18,587,688	18,215,230
Excess of revenue over expenses	38,872	4,660

Statement of Financial Position

Neil Squire Society Statement of Financial Position

As at March 31, 2026

	2026	2025
Assets		
Current		
Cash (Note 4)	1,203,267	1,171,639
Accounts receivable (Note 5)	1,036,584	973,301
Prepaid expenses	178,802	214,160
	2,418,653	2,359,100
Tangible capital assets (Note 6)	8,294	18,354
	2,426,947	2,377,454
Liabilities		
Current		
Accounts payable and accrued liabilities (Note 7)	464,841	451,186
Deferred revenue (Note 8)	1,474,543	1,477,577
	1,939,384	1,928,763
Net Assets		
Unrestricted	179,269	130,337
Invested in tangible capital assets	8,294	18,354
Internally restricted	300,000	300,000
	487,563	448,691
	2,426,947	2,377,454

Approved on behalf of the Board


Director


Director

Staff Certifications and Professional Affiliations

Our front-line personnel hold recognized professional certifications, ensuring a high standard of service and expertise. We are actively engaged with several key affiliated organizations, whose networks play a vital role in supporting our outreach efforts and collaborative initiatives.

Professional Certifications

Health and Rehabilitation

Advanced Certification in Cerumen Management

Assistive Technology Certificate Program (ATACP)

Assistive Technology for Learning Disabilities (ATLD)

Assistive Technology Professional (ATP)

Assistive Technology Technician and Writer

Applied Ergonomics (AE)

Applied Learning Disability Specialist (LDGC)

Canadian Counselling Certification (CCC)

Certificate in Ergonomics (Cert. Ergonomics)

Certification in Tinnitus Retraining Therapy – Jastreboff Hearing Disorders Foundation

Clinical Certification with Speech-Language and Audiology Canada (Aud (C))

Commission on Rehabilitation Counselor Certification (CRCC)

Human Service Counselor (HSC)

Learning Strategist for Learning Disabilities (LSLD)

Licensed Counselling Therapist (LCT)

Registered Audiologist (RAUD)

Registered Hearing Instrument Practitioner (RHIP)

Registered Nurse (RN)

Registered Occupational Therapist (OT)

Registered Rehabilitation Professional (RRP)

Registered Social Worker (RSW)

Rehabilitation Assistant (RA)

Social Work Technician (SWT)

Widex Zen Therapy Accreditation

Career Development and Administration

Advanced Employment Supports Specialty Certification

Business Network International, Master Connector Certification

Business Technology (ABT)

Certified Association Executive (CAE)

Certified Career Development Practitioner (CCDP)

Certified Career Transition Specialist

Certified Employment Specialist

Certified in MBTI

Certified Vocational Professional (CVP)

Chartered Professional Accountant (CPA)

Customized Employment Trainer Training

Human Resources Management Certification

Marketing and Job Development Certification

Medical Office Administration (MOA)

National Career Development Certification (NCDC)

New Brunswick Teachers Certificate 5

Nonprofit Sector Leadership and Innovation Certification

Nonviolent Crisis Intervention and Threat Assessment Training Level 1&2 Certification

Post Graduate Certification in Education (PGCE)

Registered Return to Work Disability Manager

Registered Vocational Professional (RVP)

Return to Work Disability Management Certification (RTWDM)

Staff Certifications and Professional Affiliations

Series 99 – Operations Professional Certification

Standard First Aid and CPR / AED Level C

Western Canada Career Development Association (WCCDA)

Workplace Harassment and Violence Prevention for Employees certificate

Engineering and Design

Electronics Technician

Certified Usability Analyst (CUA)

Professional Engineer (PEng)

Rehabilitation Engineering Technologist (RET)

Accessibility and Indigenous

4 Seasons of Indigenous Learning

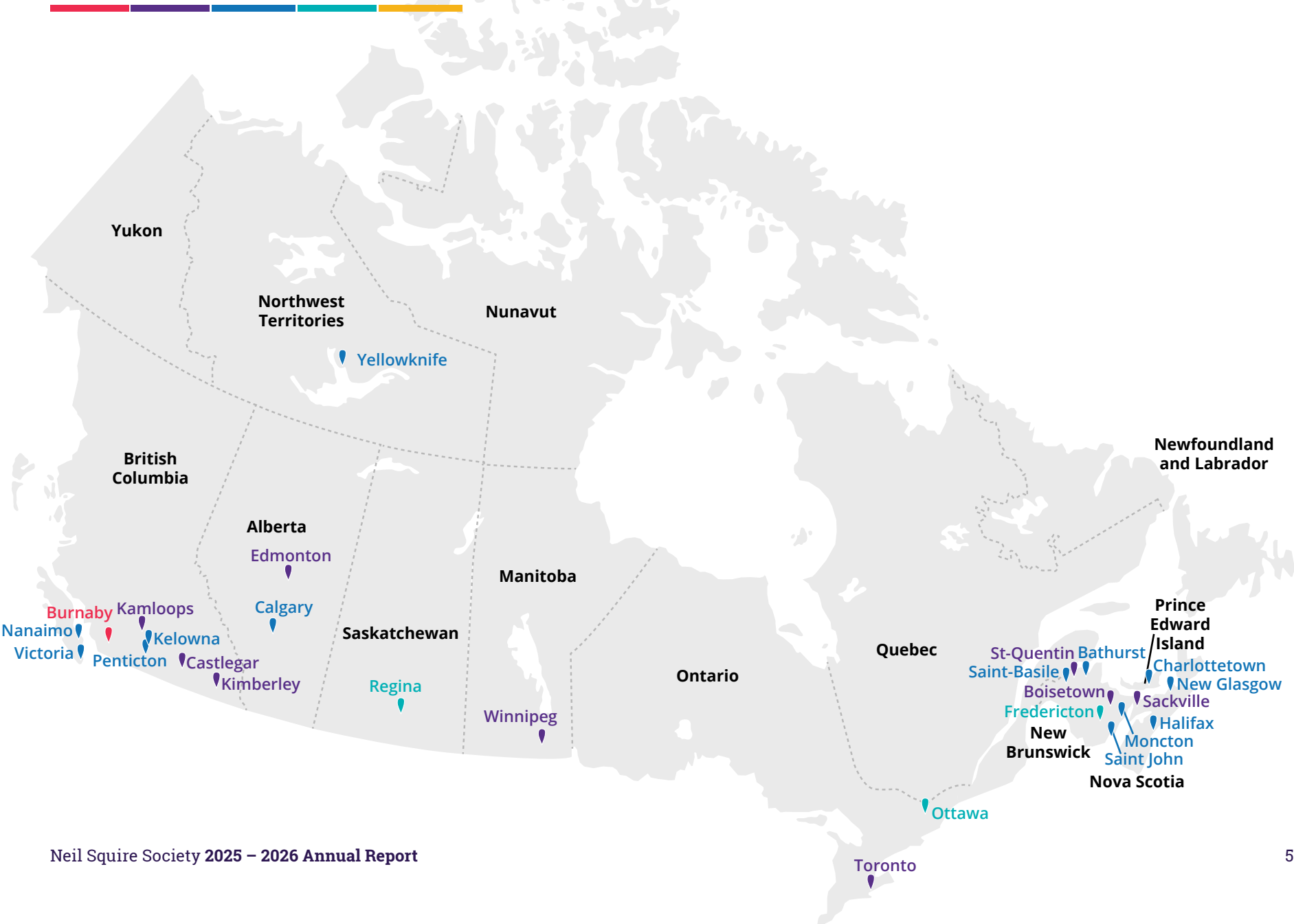
Rick Hansen Foundation Accessibility Certification (RHFAC)

Visit our website to see our professional affiliations::



<https://www.neilsquire.ca/about/team>

Neil Squire Offices Across Canada



Neil Squire Head Office:

Burnaby, British Columbia

Neil Squire Regional Offices:

Regina, Saskatchewan (Prairie Regional)

Ottawa, Ontario (Central Regional)

Fredericton, New Brunswick (Atlantic Regional)

Neil Squire Offices:

Victoria, British Columbia

Nanaimo, British Columbia

Kelowna, British Columbia

Penticton, British Columbia

Calgary, Alberta

Yellowknife, Northwest Territories

Moncton, New Brunswick

Saint-Basile, New Brunswick

Bathurst, New Brunswick

Saint John, New Brunswick

Halifax, Nova Scotia

New Glasgow, Nova Scotia

Charlottetown, Prince Edward Island

Staff Satellite Offices:

Kamloops, British Columbia

Castlegar, British Columbia

Kimberley, British Columbia

Edmonton, Alberta

Winnipeg, Manitoba

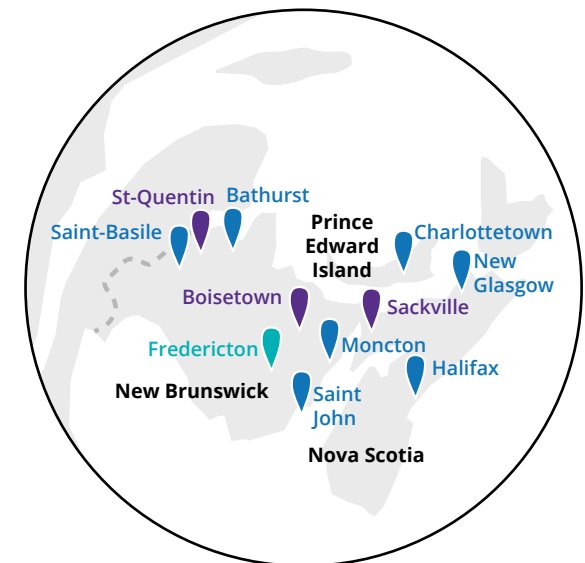
Toronto, Ontario

Boisestown, New Brunswick

Sackville, New Brunswick

St-Quentin, New Brunswick

Neil Squire Offices Across Canada



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Atlantic Regional Office

440 York Street
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F 506.453.9681



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