



# Annual Report

## 2017-18

*Abilities Manitoba is the epitome of ‘**Together We Can Do It!**’  
The magnitude of expertise, experience, dedication, and collaboration I have  
seen in the last five years cannot be put into words.  
What an amazing network to be a part of!”*

*- Jennifer Hagedorn, President*

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*It is a privilege to serve of the board of an organization like Abilities Manitoba. I am so often inspired by the passion and dedication of our members and our willingness to collaborate and work together. Thank you for continually striving to provide the best support for people.*

***Together we will do great things.***

*- Audra Penner, Board Member*

# Mission, Vision, and Values Statements

## Mission Statement

Abilities Manitoba, a network of agencies, exists to foster excellence in service delivery for people with intellectual disabilities.

## Vision Statement

Together we can create a province where all Manitobans value the quality of life of people with intellectual disabilities, and the partnership between communities, governments, families, and agencies that support them.

## Values

**Community Participation:** We need community participation to make inclusion, choice and respect for all people a reality.

**Respect:** The people we are supporting are deserving of qualified staff. Member agencies must comply with all pertinent legislation such as the Vulnerable Persons Act, Human Rights and all others to ensure all persons are treated equitably.

**Human Rights:** We promote the interests, rights and freedoms of supported individuals in member agencies.

**Transparency:** Member agencies will be respectful of and accountable to the people they serve, employees, funders/government and the community at large.

**Not-For-Profit:** Services provided to the people we support will be not-for-profit.

**Natural Supports:** We recognize the value and contribution of natural supports for people with intellectual disabilities.

*“How do we blend our abilities and talents with those of other people? How do we cooperate with others so we can reach our goals? And why should we bother? As a member of Abilities Manitoba, each of us faces those questions. The past year’s efforts and results have answered that question – securing a sustainable future will take all of us working together. Over the year we have accomplished a great deal as a collaborative entity – a team. We have made gains, not because of one individual’s efforts, but rather a group of committed individuals. The key to success is knowing how to work with others and sharing with others that they too have plenty to contribute.*

***Together we are doing it!”***

***- Krista Bissett, Treasurer***

# Abilities Manitoba Board of Directors 2017-2018

**Jennifer Hagedorn — President**

President@abilitiesmanitoba.org  
Executive Director, Visions of Independence

**Ruby Reimer — Vice-President**

VicePresident@abilitiesmanitoba.org  
Executive Director, Epic Opportunities

**Krista Bissett — Treasurer**

Treasurer@abilitiesmanitoba.org  
Executive Director, Connect Employment

**Charmayne Dubé — Director**

Director4@abilitiesmanitoba.org  
Director of Services, New Directions

**Jason Dyck — Director**

Director1@abilitiesmanitoba.org  
CEO, Prairie Partners

**Maria Freeman — Director**

Director2@abilitiesmanitoba.org  
Executive Director, Community Living Selkirk

**Audra Penner — Director**

Director5@abilitiesmanitoba.org  
CEO and President, ImagineAbility



Absent: Charmayne Dube

*"We have become so much stronger together! Looking back to the recent past I see a collective voice of passionate leaders. I know that our leadership will make Manitoba stronger as we strive to foster excellence in service to people with disabilities. I cannot imagine the void that would exist in this area without the involvement of Abilities Manitoba. I am proud to be a part of this good work!"*

*- Ruby Reimer, Vice President*

# Abilities Manitoba Member List 2017-18

## How our members support our work:

- Participate in working groups and combine forces to RESOLVE complex issues
- Participate in surveys and respond to data collection which is paramount to advocacy
- Share stories on social media of successes, milestones and overcoming barriers
- Advocate at the local level
- Donations of time and resources to our important work and in many other fabulous ways!
- Attend meetings and get involved in campaigns

Arcane Horizon Inc.	FASD Life's Journey	Prairie Places Inc.
Aspen Winds/ Vents de Tremble	Frontier Trading Co Inc.	Pulford Community Living Services Inc.
Association for Community Living - Beausejour	Gaining Resources Our Way (G.R.O.W.)	Riverton Care Services
Association for Community Living - Flin Flon	Gateway Resources Inc.	Riverdale Place Homes
Association for Community Living - Swan River	Grandview Gateways Inc.	Rolling Dale Enterprises Inc.
Association for Community Living - Virden	Hearthstone Community Group, Inc.	ROSE Inc.
Blue Sky Opportunities Inc.	Heima er Best Inc.	Samtak Coop Inc.
Brandon Community Options	Hope Centre Ministries	SCE LifeWorks
Cerebral Palsy Association of MB	ImagineAbility Inc.	Shalom Residences Inc.
Changes Supportive Living Services	Inclusion Westman	SMD Alliance Inc.
Community Living Interlake	Inclusion Winnipeg	Southwest Community Options Inc.
Community Living - Manitoba	Initiatives for Just Communities	St. Amant Inc.
Community Living Selkirk	Innovative LIFE Options	STEPS Resources and Community Support Services Inc.
Community Respite Service Inc.	Juniper Centre Inc.	Touchwood Park Association Inc.
Community Venture Services	K and D Transitions and Supports Inc.	Trailblazers Life Choices Inc.
Com-Span Inc.	Kelchris Inc.	Transcona Springfield Employment Network
Connect Employment Services	L'Arche Winnipeg Inc.	Turning Leaf Inc.
Continuity Care	L'Avenir Cooperative	Visions of Independence
COR Enterprises Inc.	Macdonald Youth Services	WASO Inc.
Cornerstone Christian Care Society Inc.	MBS Residence	Westman Opportunities Inc.
Cornerstone Enterprises Inc.	New Directions	Westwood Vocational Centre Inc
DASCH Inc.	Norshel Inc.	Wings of Power Inc.
enVision Community Living	Opportunities For Independence, Inc.	Winnipegosis & District Residential Services Inc.
Epic Opportunities	Options, Pathways and Transitions Inc.	Winnserv Inc.
Equal Opportunities West	Parkland Regional Community Linc. Inc.	YMCA YWCA of Winnipeg
Fairfax Community Resources Inc.	Parkland Residential & Vocational Services Inc.	
Family Visions Inc.	Prairie Partners Inc.	

**79**  
Agencies Across Manitoba



**7,454**  
People Supported



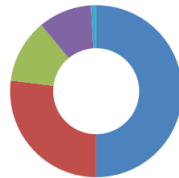
**42**  
Agencies in Winnipeg



**8,931**  
Full & Part Time Employees



**3,631**  
People Supported in  
Residential Programs



**3,823**  
People Supported in  
Day Programs



Abilities Manitoba is a not for profit coalition of 79 agencies that fosters excellence in services for people with intellectual disabilities and advocates on behalf of our members to government and the community at large.

**“If you don’t know where you are going, you’ll end up someplace else.”**

**—Yogi Berra**

*“In a lighthearted way, this quote summarizes the work of Abilities Manitoba over the past year. While we know where we are strategically headed, we have occasionally landed in uncharted territories. These opportunities have allowed us to pause, re-evaluate and move forward as a determined collective.”*

*- Charmayne Dubé, Board Member*

# Leadership Message

The theme of this year's Annual General Meeting is **Together We Can Do It!** For certain, togetherness is integral to the work and success of Abilities Manitoba and our province as a whole. The Board of Directors, committees, working groups, employees and contractors of Abilities have had a busy and productive year. As we pause to reflect on the successes and hard work accomplished through the year, much stands out.

- We are excited to be mid-way through a joint project in partnership with Community Living disAbility Services (CLdS). Leanne Fenez was seconded in a half time role to complete this work and has made incredible strides. She has completed a thorough provincial consultation and we have a final report that details our learnings from this process. Her work on this phase of the project is expected to wrap up early in 2019.
- We were most privileged to hold six consultations with families around Manitoba. These sessions were a result of a family engagement grant from Community Living Manitoba. We heard many stories of triumph, frustration, hope and challenges. We were honoured to spend time with these family members and have deep gratitude to Debra Roach and Gloria Woloshyn – family members who led these sessions with families. This grant also allowed us to update and reprint our Advocacy toolkit. We are most excited to see some rejuvenation in family momentum and advocacy and will continue to support this.
- Our #ShowUsASign campaign was a success. This campaign began in October and ran through the end of March with the launch of our most recent provincial budget. Elements included attending pre-budget consultations, meetings with MLA's, the Throne Speech and the Provincial Budget. In March we delivered jars of candy to all MLA's representing the 770 support staff an individual will see in their adult life. We have plans to continue our #ShowUsASign campaign in the upcoming year.
- We were the fortunate recipients of an industry project through Asper School of Business at University of Manitoba. Annette Kroeker and Yusef Kacamak, Master's of Business Administration students, studied the Economic Benefits of Manitobans with Intellectual Disabilities. We are grateful for their research and excited to contribute to the needed research in our sector.
- The Disability Matters Vote Steering Committee executed a successful celebration in connection with International Day of Persons with Disabilities in

December. The committee is also in discussions about a campaign leading up to our next Provincial election in 2020.

- The Board of Directors established a Membership Committee. The aim of this committee is to enhance the member experience and respond to feedback. This committee has the additional responsibility of acting as the Nominating Committee and planning for Board succession.
- We've had several discussions with the Province around optimization. Collaborating is something our members do as part of their work and they are excellent at it. This work is two-fold; it's gathering information on the many and diverse ways that agencies currently work together and determining possibilities for the future. We see Abilities Manitoba having a strong role in optimizing and are exploring many avenues.
- We have adjusted membership fees after consulting with our members. This will allow Abilities Manitoba to plan for a bright and strong future and increases our strength to represent our member's best interests.
- We held our First Annual Golf Tournament last August and raised close to \$24,000 in collaboration with our partners at Northway Pharmacy.
- In the past year we have received grants from Reaching Equality Employment Services, Canadian Council on Rehabilitation and Work, Health in Common and Community Living Manitoba. We thank them all whole heartedly for their support.
- We are in our second year of our Corporate Sponsorship Program and are pleased to have Inclusion, HUB International and Istedy renew their corporate sponsorships with us. Additionally we offered two trade show opportunities for businesses to come to member events.

To our members, we thank you for your ongoing participation, support and recognition of the greater good for the whole province. We appreciate our members immensely.

Our supporters are strong and diverse. Thanks to our Corporate Sponsors and Supporters, stakeholders, volunteers, business partners and all who contribute to the critical work of Abilities Manitoba. Together we CAN do it!

**Respectfully Submitted,**

**Jennifer Hagedorn, President**  
**Margo Powell, Executive Director**

# Quality Assurance Framework - Project Update

## What is our goal?

To increase capacity for services to support good lives for people with intellectual disabilities by:

1. defining outcomes or what is a good life
2. create a respectful, consistent way to discover or measure those outcomes
3. develop best practice standards for high quality service delivery
4. create a structure/process to enable service providers to increase capacity to deliver quality service

## How is the project being guided?

A Steering Committee as well as a Working Group provides oversight, direction and guidance towards the goals of the project. Each group has both governmental, stakeholder and community representatives. Two ongoing Reference Groups (one of self-advocates and the other of families) provide invaluable feedback throughout the project.

## Information that we have gathered to inform the final product:

1. **Stakeholder consultation** – using a combination of one-to-one meetings, focus groups and online surveying we have endeavored to talk to people with disabilities, their families and service providers. To date, fifty service providers were met with individually (this effort is ongoing), while 240 people came to share their stories and ideas through a focus group. Additionally, over 100 surveys were received from across the Province. The summary document of ‘What We Heard’ will be released on the Abilities website and sent to any stakeholder who requested a copy during the engagement process.

2. **Best Practice Research** – a database of international research and knowledge in the areas of quality of life, outcome measurement, and best practice standards has been created to ensure that decisions and materials developed are sound and up to date.
3. **Provincial Jurisdictional Scan** – All provinces and territories were canvassed for information on their quality assurance/ measurement systems and practices. This information will give us guidance and knowledge on what has worked in Canada as well as an opportunity to learn from others on what didn't work as expected.

**What are we doing next?** Using the information learned from stakeholders, international research and what other provinces are doing, the next step is to develop the outcomes and standards that are best for Manitoba. Once these are drafted, a method of discovering or measuring how people are experiencing these outcomes will be selected or developed.

While measuring whether service providers are meeting the articulated standards is outside of the scope of this current phase of the project, it remains an important part of an overall quality framework. Knowing what people we support are experiencing as well as having information about areas where we could improve our services is critical to remaining relevant and realizing our common goals of supporting meaningful lives for people with disabilities in Manitoba.

Once we have the majority of the framework drafted and have a sense of our recommended implementation process, we will once again consult with stakeholders across the Province to ensure that we heard what was needed and developed something that is valued and relevant to those that are most impacted.



# Our Three Priorities



When we talk about **better outcomes** we are seeking fair wages for Direct Support Professionals, improved training and a quality assurance framework.

When we talk about **better access** we specifically mean better access to services and are seeking to address wait times, system coordination and cost of living increases for agencies.

When we talk about **better inclusion** we mean a stronger emphasis on person centered supports. This relates to an increased focus on relationships and community connections as well as continued work on the Accessibility for Manitobans Act, employment for people with disabilities and a dignified income.

*“When we work alone in our individual silos, our world view, as well as what is possible and what is not, becomes quite narrow and restrictive. Through our interactions with each other, and approaching our common concerns from various angles together, we become larger than ourselves. When we do this, the vulnerable people, whose voices can easily be drowned in the commotion of the world around us, suddenly have a strong platform where their needs, desires, and rights can be better amplified and heard by the community and by the government.”*

**- Jason Dyck, Board Member**

# Working Group and Committee Members

## BOARD COMMITTEES

### Financial Sustainability

Chair: Krista Bissett

Members: Krista Bissett, Audra Penner, Margo Powell, Karen Fonseth, and Scott Smith

### Government Relations

Chair: John Leggat

Members: John Leggat, Audra Penner, Clint Remarchuk, Courtney Welch, Jennifer Hagedorn, Jennifer Rodrigue, Malinda Roberts, Ruby Reimer, and Scott McFadyen

## WORKING GROUPS

### Barrier Free Manitoba

Representative: Jeannette DeLong

Membership: Community Living Manitoba, New Directions, Abilities Manitoba, Children's Coalition, and Manitoba Supported Employment Network

### Day Services Review Advisory Committee

Representative: Krista Bissett

Membership: Family Services, Manitoba Supported Employment Network, Abilities Manitoba, and Community Representatives

### Employment Standards Overnight Wages

Representative: Courtney Welch

Membership: Courtney Welch, Elaine Turnbull, Leanne Fenez, Lori Zdebiak, Clint Remarchuk, Scott Smith, and Jackie Sigurdur

### Housing Regulations

Representative: Leanne Fenez

### Professionalization

Chair: Charmayne Dubé

Members: Charmayne Dubé, Brenda Elmes, Jeannette DeLong, Krista Bissett, Kristin Knockaert, Leanne Fenez, Leslie Udell, Maria Freeman, Scott Smith, Margo Powell, and a Representative from the Alliance of Direct Support Professionals of Manitoba (ADSPM)

### Membership

Chair: Krista Bissett

Members: Krista Bissett, Audra Penner, Charmayne Dubé, Maria Freeman, and Karen Penner

### Policy

Chair: Ruby Reimer

Members: Angie Conrad

*“As an Executive Director there have been many times that I felt isolated in my work and being a part of The Abilities Board has been an amazing experience and provided me with connections that I can reach out to in those times. My experience with Abilities is best reflected for me in a quote by Helen Keller **‘Alone we can do so little, together we can do so much.’**”*

**- Maria Freeman, Board Member**

### Public Guardian and Trustee Working Group

Representative: Leanne Fenez

Membership: Public Guardian and Trustee, Family Services, and Abilities Manitoba

### Red River College Advisory Committee

Representative: Leslie Udell

Membership: Red River College, Student Representatives, a Family Services Representative, and Community Representatives

### Service Purchase Agreements

Chair: Ruby Reimer

Members: Ruby Reimer, Jeannette DeLong, and Arleigh Wilson

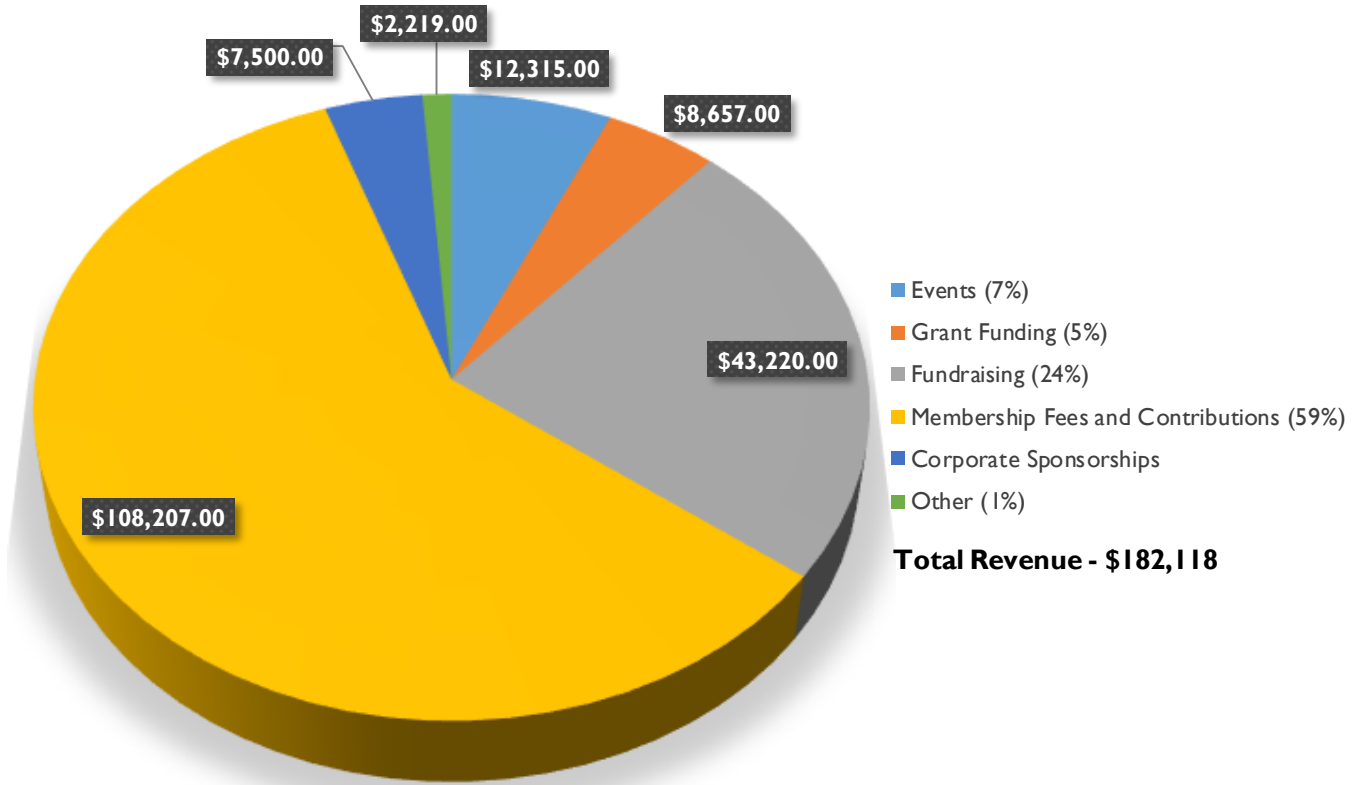
### Wage Enhancement Fund Committee

Representatives: Jeannette DeLong and Malinda Roberts

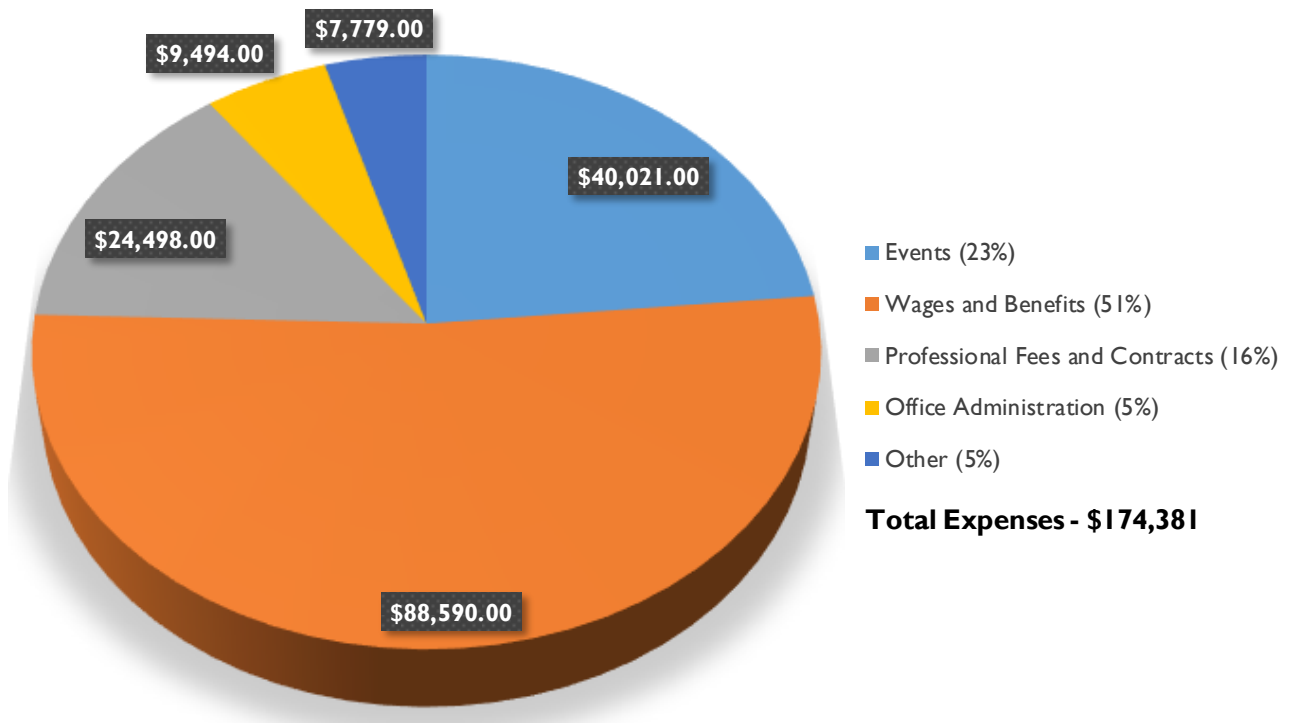
Membership: This committee is chaired by a representative from Treasury Board. Representatives are from CLdS, Unions, Westman Parkland Network, and Abilities Manitoba

# Financials

## Abilities Manitoba - Revenue 2017-2018



## Abilities Manitoba - Expenses 2017-2018





# Abilities Manitoba Golf Tournament

**JOIN US ON THURSDAY, AUGUST 23, 2018**

**REGISTER YOUR TEAM TODAY!**

\$1000.00 per team or \$250.00 per individual golfer.



**ABILITIES MEMBERS ONLY**

\$660.00 per team or \$165.00 per individual golfer.

All proceeds from this event will support the work of Abilities Manitoba.

**THE TOURNAMENT WILL BE HOSTED AT THE**

*Kingwood*  
**Golf & Country Club**

This event is proudly sponsored by:



# Corporate Sponsors

## Silver Sponsors

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inclusion

## Bronze Sponsors

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## Golf Tournament Sponsors

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**Executive Director, Margo Powell**

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