WE ARE ALL IN THIS TOGETHER

VISIBILITY FOR DISABILITY



46TH ANNUAL REPORT 2019/20

OUR MESSAGE TO YOU

The Calgary Society for Persons with Disabilities (CSPD) supports individuals throughout their lifetimes to be valued, contributing members of society. Our Mission is to support adults with developmental disabilities reach their greatest potential through quality residential services and community access.

In June of 2019 we launched the "Visibility for Disability" campaign. The inspiration for this campaign was the need to increase visibility for persons with disabilities within popular media. The number one goal of this campaign is awareness, so we we're thrilled when, on December 3, 2019 (the International Day for Persons with Disabilities) the campaign was covered by eleven different publications in North America. People with disabilities make up the world's largest minority group. However, this group is the least represented in popular media. In North American television and film, only 2% of characters have disabilities, and of these, 95% are played by non-disabled actors. The more we see disability on screen, the more we will all relate to people with disabilities in our lives; when hearing their stories people begin to understand that people with disabilities are like everyone else: with hopes, dreams and challenges.

However, it has also been a year marked by numerous serious difficulties. In a tragic incident, seven-year CSPD Relief Support Worker Debbie Onwu lost her life while working a second job in the disability sector. She was a kind and compassionate person who was well respected by both clients and co-workers. This has had a profound impact on everyone at CSPD.

Fund Development is essential to our organization and is a vital part of how we live up to our mission for our clients to access quality service. This year, the generous support of our donors made it possible for CSPD to renovate two kitchens and replace window coverings for four Community Homes. A generous donation from a CSPD family also made it possible to acquire a third agency vehicle, modified for accessibility. We are fortunate to have this third vehicle, it means less dependence on external transportation providers, and gives individuals easier access for medical appointments and flexibility to access the community.

We have benefited greatly this year from our many fundraising efforts including our 4th Annual Scotia Challenge where we had the fortunate opportunity to collaborate with Westcor Construction, a company who values partnerships with non-profit organizations. Our appreciation goes out to Westcor Construction, we are excited to partner with you again in the future. Lastly, the CSPD's fourth annual Dueling Pianos and Silent Auction was held at Aussie Rules, and was once again wonderfully successful.

We would like to express our deep appreciation to our dedicated employees and team members. Congratulations to the recipients of this years' service awards as they continue to work so hard at their jobs and make a difference each and every day.

As we move forward working through, and adjusting to our new normal brought by the COVID-19 pandemic, it is more crucial than ever that we continue to recognize all of CSPD's amazing staff and ensure that they know how much we appreciate everything that they do and the commitment that they bring to their positions. While the bulk of us are doing our part by staying home and minimizing the chance to spread this virus, our staff leave their homes and families and bravely venture out to provide the crucial support, care and companionship that our clients require. It is because of our staff that we are able to stay home and be confident that our children, siblings, loved ones and clients continue to flourish and feel the support that they deserve. Our staff are the true heroes of this situation and we will be forever in their debt.

> lan Main Chairperson, Board of Directors

Mickey (Ursula) Greiner Executive Director

THROUGH THICK AND THIN

SERVICE RECOGNITION AWARDS

This year we have the honour and privilege to recognize eight amazing people for five wonderful years of service. Their positions range from the ever-valuable Relief Staff to Community Access, to Part-time and Full-time staff in our Community Homes. These staff members work hard every shift and add so much goodness to the lives of the clients we support. All our staff are valued for the special skills and qualities they bring to the table. They all work hand in hand and are aware of the important qualities that each of them brings to their jobs. Within this amazing group of people, we have so many remarkable talents ranging from amazing cooks, talented singers and song writers, organizational gurus, and more dedication that you can ever imagine. You can see why CSPD continues to provide the highest level of support when you look at this amazing group of professionals. When we get the chance to witness any of these staff working with our clients it incites a feeling of warmth, pride, satisfaction, and most of all gratitude. CSPD has a set of six values: Teamwork, Treating with Respect, Resourcefulness, Empathy, Connecting and Empowerment. Nowhere will you find a group of people who embody these values more than our staff here at CSPD. Values are the backbone of what these folks do, and they shine through every day. Whether you get to engage in a conversation with these staff, watch them support a client, or see one of them getting excited about learning new skills at a staff development session, you realize the full scope of their dedication, caring and all around superior abilities and you experience a feeling of thankfulness and comfort knowing that we have the best of the best. We offer our profound thankfulness in recognizing these amazing staff and cherish what they bring to CSPD.



ALICIA



MATTHIAS





ALDRINE



TAOFIKAT



ARLENE



AMI



"WITHIN THIS AMAZING GROUP OF PEOPLE, WE HAVE SO MANY REMARKABLE TALENTS RANGING FROM AMAZING COOKS, TALENTED SINGERS AND SONG WRITERS, ORGANIZATIONAL GURUS, AND MORE DEDICATION THAT YOU CAN EVER IMAGINE."

FIVE YEAR SERVICE AWARDS

Alicia Young Taofikat Awopeju Matthias Ngwa Arlene Quinones Benedicta (Benny) Mendonca Ami Persaud Aldrine (RJ) Calimag Elizabeth Adeniyi

TEN YEAR SERVICE AWARD

Jeannette St. Martin has been working with CSPD for the past ten years and during this time she has proven to be one of the most resourceful, flexible and dedicated staff we have. Jeannette always goes above and beyond in everything that she does, proving that with time a person's skills only get better and better. Jeannette excels at working one-on-one with clients, and goes out of her way to ensure she's doing whatever it takes to empower our clients to meet their goals. Jeannette is a breath of fresh air at CSPD and we look forward to watching her in action. She has had a profound effect on several of CSPD's clients and we couldn't be any more grateful than to have her as an integral part of the CSPD team.

FIFTEEN YEAR SERVICE AWARD

RACHEL SEEVER

When describing Rachel Seever, the word to use is "WOW." It is hard to believe that Rachel has
been with us for fifteen years. Rachel is a real go-getter, and she never stops thinking of ideas to make everything we do better. She always puts our clients first and is constantly coming up with
ingenious ways to ensure that they are getting the most out of their lives. Rachel's talents are endless;
nowhere will you find someone with her level of energy and enthusiasm. If there is a group outing going on with our Community Access group you can be sure that Rachel has spearheaded the planning.
If there is an opportunity out in the community that a client could benefit from, Rachel brings it forward. And, if there is a chance for someone to reach their goals, Rachel is going to be behind it 100%.
Rachel is everything that you want in a support worker – she takes the word "support" to heart, and that is exactly what she does when she is working with the clients. Rachel's abilities and skills have, and will continue to have a profound effect on all the people she has worked with for many years.

TWENTY YEAR SERVICE AWARD

EVA SALAZAR

Eva Salazar has been working with CSPD for the past twenty years. She is truly a member of the CSPD family and one might even say she is role model and looked up to by others. You know you have amazingly committed staff when they make their employment a family affair. When Eva started working with CSPD she was leaving her new eight-month-old daughter Jennalee at home to come support our clients–and today, you can watch Eva work alongside that very same (now twenty-year-old) daughter at the Rosscarrock B Community Home. Another amazing fact about Eva, is that she has spent her whole CSPD career working with the clients at the Rosscarrock B Community Home. The clients in that home have had the good fortune to be supported by one of the nicest, gentlest and most supportive people around. Never has anyone had anything but praise and admiration for Eva. She uses her calm demeanour to put everyone at ease and makes the opportunity to spend any time around her a treat. We are so proud to have had the chance to have such a long and amazing relationship with Eva and her family. We look forward to the next twenty years.

THIRTY YEAR SERVICE AWARD

TAMARA (TAMMY) RIETVELD

Our heartfelt appreciation and congratulations to Tammy for thirty years of exemplary service and outstanding dedication to the CSPD clients, families and our organization. In her role as Program Coordinator Tammy demonstrates the values of CSPD in her everyday interactions with the residential teams as well as with her coworkers. Tammy is a well-respected member of the Leadership Team; she works collaboratively with the Community Home teams and all stakeholders in the best interests of CSPD clients and the organization as a whole. Tammy's years of experience greatly contribute to the overall success of CSPD. Tammy is resourceful and offers creative ideas to enrich the lives of our clients. Tammy understands that each client is unique and therefore, requires an individualized approach to service-planning. Tammy's resourcefulness and mentoring plays an important role in supporting our clients reach their goals and overcome challenges. She is influential in empowering clients to fully participate in their Annual Life Plan meeting, at which time their goals are shared with residential team members, families, guardians and the various departments within the Government of Alberta.

Tammy is a member of the CSPD Fund Development Committee, an expert at organizing silent auctions, and her enthusiasm is contagious when assisting with CSPD events. As we all know, fundraising plays a critical role when it comes to providing quality support, much appreciation goes out to Tammy for always stepping up to the plate.

Thank you, Tammy, we can count on you in the good times and during challenging times. As you say, "we are stronger together". On behalf of the entire organization, thank you for your thirty years of service.

FORTY YEAR SERVICE AWARD

MICKEY GREINER

When it comes to celebrating the amazing, awe-inspiring dedication and commitment that our very own Executive Director Mickey Greiner displays, we don't know where to start. These days, the idea of someone sticking around anywhere long enough to celebrate forty years is pretty extraordinary. CSPD is lucky to receive all that Mickey has to give, and we could not be more grateful. So often when we are celebrating the milestones of our staff we state over and over again how amazed and fortunate we are to have people that are that dedicated and committed to our agency. But with a role model like Mickey, we guess it's no surprise. While it is almost impossible to emulate someone with the skills that Mickey displays, it sure makes for an impressive goal. There is not a role within CSPD that Mickey has not undertaken, and we believe that is what makes her the kind of leader that she is today. Mickey has worked front line, as a Team Leader at the Community Homes, as a Residential Coordinator within the Administration team and finally as our remarkable Executive Director. Mickey remembers what working in every single one of those roles is like and supports us all individually with that knowledge. Every day, Mickey points out the positive qualities in everyone around her, and frequently goes out of her way to really get to know people such as talking with them one-on-one about their lives and their day. Mickey also always puts the CSPD first. If someone needs support after hours or on

the weekends, Mickey is there. If someone is struggling with a personal problem or needs a shoulder to lean on Mickey is there, and if someone needs support and guidance and maybe some tough love, well, she is there for that too. Mickey is a leader in the Disabilities sector in Calgary and is known for her hard work and ability to get things done. You won't meet a single person out there who does not have extraordinary things to say about her. Over the years we as an organization have experienced many trying times, whether it be funding crises, clients moving away or passing-on, staffing difficulties, teamwork challenges and many other scenarios which were trying, stressful and troublesome. These are the times that Mickey's light shines the brightest. She always buckles down and does what needs to be done to soldier through. Many times, Mickey has put her needs and emotions aside, and guided us all through these times with a determination and grace like you have never seen before. This is what makes CSPD the place to be. You always know that the right thing is going to be done, and that the right person is going to be doing it. We all look up to Mickey; words could never express the emotions that we have for our friend and leader. It is safe to say that CSPD would not be the organization that it is today if it were not for the amazing qualities and spirit that Mickey brings. We will all be forever in her debt. Here's to Mickey and her astounding 40 years of heartfelt service!

CLIENT RECOGNITION AWARD

WENDY WHITE

This year, CSPD has the honour of presenting Wendy White with the CSPD's Client Recognition Award. Wendy was just 19 years old when she came to our agency. Over the years, Wendy has made many friends at CSPD and has touched the hearts of all the staff that have passed through 37th Street's doors. Wendy is well-known for her love of Halloween and other special occasions. She is great at letting people she cares about know how she feels.

Wendy retired from DDRC in 2015, and became one of CSPD's Community Access clients. Wendy blossomed with the individual support she received and has really become a role model of the success of CSPD's Community Access program. Wendy works hard on her goals and has succeeded beyond all expectations over the past year, even improving her kidney function. Wendy participates in fitness activities at the gym, community walks, eats healthily and drinks lots of water. (Everyone familiar with Wendy will know that she always has a water bottle on hand!) Wendy's self-determination has been instrumental in maintaining her physical health goals, and Wendy's staff describe her attitude as inspirational.

Congratulations Wendy on your hard work and amazing year!

STAFF RECOGNITION AWARD

JENN ROGERS

We are incredibly pleased to honor Jennifer Rogers as the recipient of this year's CSPD Staff Recognition Award. Jenn has been a wonderful addition to the CSPD team, and we were so thrilled to recognize her hard work and commitment. As pointed out in her nomination, Jenn exemplifies all CSPD's values. She promotes teamwork, leads by doing whatever needs to be done, seeks input and delegates tasks to others ensuring everyone is valued and listened to. She treats everyone with a great level of respect. It was said that even if she doesn't agree with what you have to say, she listens and always takes your opinion into consideration. She is very resourceful and can always be counted on to get the job done; if she is not sure what that entails, she makes sure she finds out. Jenn shows a great deal of empathy for those around her, speaking to, and treating clients like she would anyone else. She is constantly thinking about how she can improve clients' homes, and how we can better connect with them. She also communicates with all the staff and makes them feel safe and satisfied in their individual positions. Jenn is also very empowering; she encourages the clients to use their muscles and keeps them active. She creates opportunities for all the staff she leads to rise to their potential within their positions. It is clear to see why Jenn was nominated, and why we are so pleased to be able to give her this award. As if all this isn't enough, Jenn is also able to bring a great sense of humour to her position and brightens the day of those who get the pleasure of spending time with her. We are so honoured to be able to give this award to Jenn and Thank her for all that she does.

FINDING NEW STRENGTHS

INDEPENDENT AUDITORS' REPORT

TO THE MEMBERS OF CALGARY SOCIETY FOR PERSONS WITH DISABILITIES

OPINION

We have audited the financial statements of Calgary Society for Persons with Disabilities which comprise the Statement of Financial Position as at March 31, 2020 and the Combined Statement of Operations, Statement of Changes in Net Assets, Statement of Cash Flows, Fundraising Statement of Operations, Residence Statement of Operations, Persons with Developmental Disabilities Statement of Operations and Casino Statement of Operations for the year then ended, and a summary of significant accounting policies and other explanatory information.

In our opinion, these financial statements present fairly, in all material respects, the financial position of Calgary Society for Persons with Disabilities as at March 31, 2020 and its financial performance and its cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-for-profit Organizations.

BASIS FOR OPINION

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Society in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

RESPONSIBILITIES OF MANAGEMENT AND THOSE CHARGED WITH GOVERNANCE FOR THE FINANCIAL STATEMENTS

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian Accounting Standards for Not-for-profit Organizations and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Society's financial reporting process.

INDEPENDENT AUDITORS' REPORT

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.

Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

Conclude on the appropriateness of management's use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

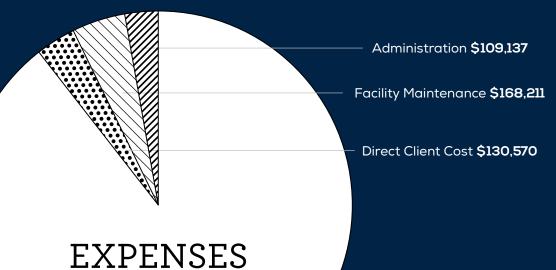
We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Houzon Group

Calgary, Alberta May 27, 2020 Chartered Professional Accountants

COMBINED STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

For the Year Ended March 31, 2020		2020		2019
INCOME	<u>.</u>		<u>.</u>	0
Government operating contract	\$	3,520,908	\$	3,554,917
Room and board and rental income		213,675		212,025
Fundraising and casino		139,019		93,425
Interest income (Note 5)		9,205		8,323
Other income		9,630		9,660
	\$	3,892,437	\$	3,878,350
EXPENSES				
Amortization		61,981		47,654
Automotive		18,273		16,022
Food		102,500		99,000
Fundraising		3,029		4,106
Insurance		14,169		13,207
Interest and bank charges		805		908
Office and supplies		48,682		36,862
Professional fees		13,359		19,130
Repairs and renovations		26,398		24,480
Small appliances and linens		10,575		12,636
Staff and community relations		40,825		43,404
Staff development		5,466		4,085
Telephone and utilities		55,088		57,257
Travel		6,768		7,474
Wages and benefits		3,428,928		3,455,221
	\$	3,836,846	\$	3,841,446
				1 1 0 0
GAIN ON DISPOSAL OF PROPERTY AND EQUIPMENT		-		1,109
EXCESS OF INCOME OVER EXPENSES		55,591		38,013
NET ASSETS, BEGINNING OF YEAR		1,465,187		1,429,174
Reallocate proceeds on sale of vehicle to deferred revenue		-		(2,000)
NET ASSETS, END OF YEAR	\$	1,520,778	\$	1,465,187



- Salaries **\$3,428,928**

Other **\$157,854**

Room & Board and — Rental Income **\$213,675**

PDD Contract Funds **\$3,520,908**

REVENUE

2019/2020 DONATIONS

Abigail Martin Alex Prediger & Teresa Engel Ann Mitchell Arley & Myra Cocks Benevity Community Impact Fund Bill & Nancy Hay Brian Malkinson Bruce Douglas Calgary Foundation Bill & Nancy Hay Family Fund Canada Helps Caroline Lee Che Julius

> Cheryl Fox Through Canada Helps In honour of Eva Cheney

Chloe McBean Monthly through Canada Helps

Danny & Linda Klepper

Darryl Solly Through Canada Helps In memory of Amber Klepper

Donna Lea Ginther In memory of Amber Klepper Ember Resources Ltd.

Frankie Gacek

Gatespar Holdings Ltd In memoriam

Gord & Deb MacPherson Through Canada Helps

Gunther Masonry Constructions

Heather Smithson & David Cockbain Heinz & Sharon Doerr Henry Kamieniecki Horizon Group James & Abby Werenka Janice & Robin Tudor Jean Gietz Katarina Kicovic Lenni Rae Lydia Shaddick Margaret Rodway Lloyd & Trudy Wilson Margaret Law Matt Gacek

Maureen & Keith Shields **Mickey Greiner** Normandeau Interiors Inc. Patrik Foff Paulie Duhaime **PETRONAS Energy** Remedy Holdings Inc Sean Fasang Sean Hann Sean Vosburgh Sue & Dick Thompson Susan Ziriada **Through Canada Helps** In memory of Bernice Hank Teena Prevost Val Hamilton VMP Financial Group Inc. Yvon & Sylvia Belanger

GIFTS IN KIND

Westcor Construction Construction of fence at Rosscarrock Community Homes

FUNDRAISING EVENTS

QUALITY OF LIFE CHALLENGE - SCOTIABANK MARATHON

Total Amount Raised - \$7,687

BURN 'N MAHN DUELLING PIANOS EVENT

Total Amount Raised - \$14,230

*individual contributions to these events are mentioned under donations



JOIN US & BECOME A MEMBER

SHOW YOUR SUPPORT FOR CSPD AND THIS YEAR'S MEMBERSHIP DRIVE BY PURCHASING A MEMBERSHIP.

Members are authorized to vote at the Annual General Meeting and/or Special Meetings of the Society.

Members will receive invitations to special events, such as the Stampede BBQ, Annual Christmas Party and Recognition Awards.

Members will receive an Annual Newsletter containing updates and other interesting information.

The more members CSPD collects, the stronger our voice will be when advocating for our clients.

*Please note: Members must be of legal age and have paid their membership fee for the current year.



EXECUTIVE BOARD OF DIRECTORS

lan Main Chairperson

Heather Sparrow-Barsotti Vice Chairperson

> Sean Vosburgh Treasurer

> > Sean Hann Secretary

BOARD OF DIRECTORS

Sandy Cheney Director

Adolfo Peters Director

ADMINISTRATIVE TEAM

Mickey (Ursula) Greiner Executive Director

Sheri Wyllie Residential Coordinator

Tamara (Tammy) Rietveld Program Coordinator

Karen Young Community Outreach Monitor/ Team Leader

> Lenni Rae Bookkeeper

Dallal Taylor Admin Assistant

SPECIAL THANKS

Ministry of Community and Social Services

Calgary Region, Disability Services PDD Program

Ministry of Alberta Infrastructure and Transportation

Ina Jean Gietz, Family and Friends Auxiliary Chairperson

> Matter Concept and Design

> > Westcor Volunteerism

IN MEMORY OF



DEBBIE ONWU

MAY 9, 1972 - OCTOBER 25, 2019

Deborah was a kind, loving, compassionate, caring and hardworking woman who loved her job and took pride and fulfillment in the services and help she rendered to the vulnerable clients and families she worked with.

She will be forever missed.

AMBER MARIE KLEPPER

JANUARY 14, 1976 - JULY 22, 2019

Amber Klepper passed away on July 22, 2019. She is sadly missed by her parents Danny and Linda Klepper, brother Cody, his wife Kim and their child Macie, her sister Carla Brown and her husband Brad, the love of her life and soulmate John Bertrand, as well as numerous other beloved relatives and friends.

Amber touched so many, and nothing every stopped her from living and loving. She is now dancing with the angels above, and smiling down on us with peace in her heart.

Thank you to all the dedicated CSPD team members who supported Amber right until the very end.



TODAY OUR COMMUNITY IS FYEN STRONGER