



Alberta Council of Disability Services

**Annual Report
2014 - 2015**

Leading Excellence in Community Disability Services

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Standards and Accreditation Team

Corinne Thomas, Sr. Coordinator

Sheila Trew, Coordinator

Val McKinney, Administrative Assistant

Workforce Development Team

Jim Des Roches, Manager

Jody Amirault, Coordinator

Our Mandate:

ACDS' mandate is to provide supports to community-based service providers of individual's with developmental disabilities. This encompasses a wide range of care/support. The goal is to ensure quality service delivery for clients. In fulfilling this mandate, ACDS does not limit its support exclusively to its members. The council's professional development, accreditation, human resources and collaborating efforts also have a positive effect on organizations outside the umbrella.

ACDS is an important source of information for, and a respected partner with, other recognized groups engaged in strategic planning for the future of Community Disability Services. As a result, people who work in the field receive support in their efforts to provide people with disabilities with the quality of service they deserve.

VISION OF ACDS

- ◆ Leading Excellence in Community Disability Services

MISSION/PURPOSE OF ACDS

- ◆ To lead, support and influence Community Disability Services through education, partnerships and accreditation

ACDS PHILOSOPHY:

- ◆ We listen, learn and lead together with respect, integrity and responsibility

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Message from:

THE PRESIDENT

My past reports at the annual general meetings have spoken about change and not knowing how to report on what has been happening; this year it is not any different. Last year I stated that: “this has been a very difficult report to write this year. It is not that there has not been a lot to report on, perhaps it is because too much has happened and yet so much more must happen. What a terrible sentence! It is, though, a very sincere sentiment.” This still holds true this year.

Government continues with their transformational changes without understanding the impact on individuals and service providers. When you or I try to educate them on the impacts and consequences of their directives, guidelines and policies, they argue that they have the numbers to prove their point and have examples that support their case. According to them, their facts are right and ours are wrong. This is not a completely inaccurate statement. They do have their data and they do have their examples, but the picture that they paint is not a complete one. They view individuals at a very specific/finite moment in time, and we all know that individuals cannot be viewed in this manner. Individuals are complex beings whose journey to where and how they got to where they are today is vital information to plan for tomorrow. This last part is what we, as the Board of ACDS, and you, as members of ACDS, must continue to remind the government.

This year has also seen the biggest change in years – the NDP is in power in Alberta. This, of course, has brought many new MLAs. The ACDS Board felt very strongly that we needed to introduce ourselves and educate the MLAs on who ACDS was, who and what community services providers were, and who were the individuals that we exist and work for. The membership and the Board undertook this task very well. Information was forwarded and meetings were requested even before the MLAs had offices, phone numbers, faxes or emails. Thank you for all your hard work. It was noticed and pointed out by the government employees; we may even have had our information to the MLAs before government did. I encourage you all to continue this excellent work, because this is the way to change the environment to ensure that individuals with disabilities have a good quality of life that all citizens of Alberta have a right to.

As always, I would like to thank the backbone of ACDS – Ann Nicol, CEO, and her staff. Their devotion and countless hours that they work for the organization and for you is the reason that ACDS’ profile is so respected in Alberta. This has been a difficult year but the staff, membership and Board have been quick and willing to step in where there was a need for assistance. Thank you.

As President of ACDS, I also want to thank the Board of Directors. Without their countless hours, devotion, and hard work we would not have accomplished what we have this year. There is much more work to be done to ensure the credibility and sustainability of service providers continues, and to move the organization, ACDS, towards the future.

This year we say good bye and thank Board Member, Bob Greig. His knowledge, skills and humour will be greatly missed on the Board and we wish him all the best.

Again thank you all for your great work and devotion to your agencies, community and to this organization.

Respectfully submitted,

Helen Ficocelli
ACDS Board President

MEMBERSHIP COUNCIL

Many are able to speak with a unified voice through the support, representation and work that Alberta's service providers have contributed to ACDS. This past year was no exception and I'm pleased to say that at the many tables where ACDS represents Service Providers, we were well prepared and in the lead on a number of issues.

The Membership Council is one of three operational councils that work continuously on ACDS' areas of focus. It provides a link between the regional Service Provider Councils and ACDS members, staff and the Board of Directors. The Council receives regular news and feedback on the key issues that service providers are experiencing. It provides feedback and advice on the strategic direction of our organization, works diligently to share information across the province with the individual Service Provider Councils and is a resource and reference group for responding to the many issues impacting our sector.

Please join me in extending a thank you to the following individuals for their work on the Membership Council over the past year: Darrin Stubbs (*Signature Support Services*), Erin Waite (*Connections Counselling*), Peter Stoye (*Mirka Care*), Sue Manery (*SACLA*), Ron Bos (*Rehoboth*), Arno Birkigt (*Blue Heron*), Debbie Martin (*Action Group*) and Krista Douglas (*Taber Special Needs*).

The reporting period for our 2015 AGM is from March 2014 to April 2015. This also closely aligns with the annual provincial budget. In May of last year the Legislature had recently approved an annual budget for "Support to Persons with Disabilities" of \$965 Million. In the past April a proposed budget of over \$1 Billion did not come to be as a provincial election and generational political change intervened.

We've worked together on the Resource Allocation Model – including asking for Service Provider involvement in the decision-making process. We continued working and providing feedback on the Provincial Contract Template and advocating for the fulfillment of the government's past commitment to disability worker wage increases. An extra thank you to Krista Douglas and Sue Manery for their work on Service Delivery Definitions which have been taken to the Provincial Contract Advisory Committee.

On the political scene with elected officials, ACDS leadership along with ADWA met with provincial leadership candidates during summer 2014. The information compiled and developed through regional updates provided to the Membership Council and through the group's joint work was, as always, invaluable in briefing MLAs.

Building/Safety Codes and the PDD Safety Standards have continued to dominate the work of this Council, and indeed all our operational councils and a great deal of time from both ACDS staff and volunteers.

Through regional updates we learned from some central region agencies of issues with town councils hesitating to approve group homes due to upcoming building code changes. Reports were received of older homes no longer meeting codes and clients being asked to relocate, which only spurred our sense of urgency

on this issue. I'd like to thank Council member Peter Stoye for taking a lead on this issue from the Edmonton region and the Edmonton Council of Service Providers. Service providers have been asked to submit impact stories through their local SP Councils. ACDS has prepared briefings and position papers based on what we have heard that will continue to be developed as this issue progresses.

ACDS met with Minister Klimchuk at our Calgary office on this issue, and provided background information, impacts and briefing documents to her and the staff that were in attendance. The Membership Council has been eager to work with other groups, including Inclusion Alberta (AACL), self-advocates, Align (AASCF), etc. Both inclusion Alberta and self-advocates are approaching this as a human rights issue. We've also worked to share information with MLAs and to push the discussion publicly through social media and other avenues available to us.

On PDD's Transformational Plan, based on feedback received, the Membership Council has developed a position asking the government to pause, re-evaluate and instead proceed with a "Made in Alberta" model. This is information which we've continued to share with the Ministers responsible and other MLAs.

The coming year will see many of these issues continuing to dominate the agenda of the Membership Council, but within the context of a new provincial government and governing party. The majority of MLAs are new to their roles, but within their ranks are those who have been allies to our sector and have worked within it.

We encourage you to stay in close contact with your Service Provider Councils and regional representatives. Sharing information, educating MLAs, developing policy documents and advocating in numbers will be what makes a positive change for our sector in the year ahead. We have some great opportunities with a new government, but they won't come without hard work on all our parts.

My thanks again the Membership Council members for the past year, our Board of Directors, staff, volunteers and everyone who has taken the time to share information, answer surveys, meet with your MLAs, share knowledge; it's often unheralded work, but so very important.

Respectfully Submitted,

Ann Nicol, CEO

WORKFORCE COUNCIL

The 2014/2015 year saw a number of changes in how ACDS' Workforce Council approached its mandate. This year the focus was on the consistency of the workforce in the sector. Prompting, evaluation and implementing the Workforce Classification System and the HR Pro-Tracker throughout the province was a priority. During 2014/2015 Workforce Development assisted 17 organizations to evaluate and implement the Workforce Classification System.

The Provincial and Regional Workforce Councils contributed to a one-day renewal session facilitated by Focus Leadership in December 2014. At that visioning session two new co-chairs were selected and the three pillars were put on the table for consideration. At that time the three pillars were maintained. This provided the opportunity to focus our efforts to priority area and stop trying to be all things to all people. It also recommended we confirm and enhance our relationships in key areas. The two new co-chairs have taken an active role in the progress and development of the Provincial Workforce Council.

One of the major focuses of the provincial HR Strategy has been to continue to implement the Pro-Tracker. Many service providers participated in information sessions implemented throughout the province. It is anticipated they are now in the process of implementing the tools throughout their organizations. The Pro-Tracker implemented an annual download in January 2014. Vecova completed the report, which was presented in March 2015. The implementation of the Pro-Tracker, as a provincial tracking tool, helped identify workforce trends and establish Foundations in Community and Disability Studies as the minimum standard for knowledge and qualifications in our sector. The Pro-Tracker was also put on the table at the December visioning session for examination and decisions to discontinue or keep this tool, as participation remains low at around 25% to 30%. Decisions were made at the planning session to research a new way to collect the data.

ACDS continues to develop and cultivate its strategic partners as recommended at the December visioning session. Through working with stakeholders such as Alberta Works; Jobs Skills, Training & Labor (JSTL); Service Canada, Alberta Disability Workers Association (ADWA) and regional service provider councils, we have been able to move forward and further professionalize the field. ADWA and ACDS are working toward developing a certification process for the workforce. ADWA is using the Workforce Classification System as the starting point as they develop competencies and certification.

Other strategies, such as the participation at Career Fairs and presentations at Service Provider Councils, Universities and high schools have slowed down as the Provincial Workforce Council has suggested the Workforce staff put their efforts towards other areas identified in the Strategic Plan.

Respectfully Submitted,

Jim Des Roches,
Workforce Development Team

PROFESSIONAL DEVELOPMENT

This was a busy year for Training and Development that included a change in staffing, with Michelle Cole securing a position at Bow Valley College and Christine Walker jumping onboard as a new coordinator at ACDS.

Evaluation of Foundations in Community Disability Studies to address the ongoing paradigm shift happening within disability supports was well under way; including review of both the curriculum and administrative processes. Your new online module - From Community Presence to Community Inclusion – was piloted throughout the year with positive feedback. A new easily accessible Training Calendar was also rolled out this year to shine a spot light on staff development opportunities across the province.

We continue to focus on building capacity of organizations in the areas of Health and Safety through promotion of the Safe Bathing and Showering webinars and raising awareness of the Staff Safety Tool kit.

1. **New Foundations in Community Disability Studies learners**

- i. Tutor supported in-house training: 402
- ii. Online blended mentor supported: 317
- iii. Foundations Train the Trainer - Red Deer, Lethbridge – 35 new certified trainers

2. **Conference – 2015 Spring Whole People. Whole Lives. April 29 to May 1, 2015 - Calgary**

- The purpose of Spring Conference 2015 was one of renewal. It provided an opportunity for thoughtful reflection on one's own experiences, assumptions, beliefs, feelings, and perspectives to inspire new or revised interpretations from a whole system perspective. It was an exploration of roles in building a better community for people with disabilities.
- This year included a "Project Pecha Kucha" night that included both video and live presentations focused on a variety of exciting pilot projects happening across the province.

3. **Workshops:**

- **Alberta Supported Employment Training (ASECT)** - with RealEyes Consulting - Calgary - 12
- **People, Organizations and Change Workshop** - with Chris Edgelow – Leduc - 21
- **Customized Employment** - with Michael Callahan - Calgary x2 -76
- **Foundations of Leadership** - with Brad Kotowich - Lethbridge – 23
- **Workplace Integration for Newcomers - Calgary, Red Deer** - with Paul Holmes - 31 participants
- **Sexually Offending Behaviours** – with David Hingsburger – Edmonton - 90
- **Diversity Pilot Project in Calgary Region** - 28 participants at 11 workshops
- **Annual Spring Conference** - 390 participants across the 3 days

Respectfully submitted,

Doreen Hogarth,
Manager, Training and Development

ACCREDITATION COUNCIL

The one constant with Community Disability Services (CDS) is that it must evolve

- as the needs of individuals receiving service and an aging population change
- as the field opens up to providing services to individuals with more diverse needs
- as the field accommodates an increasingly culturally diverse population
- as the field pursues best practices
- as funders place greater emphasis on service outcomes

In the past year, ACDS has continued to evolve with and prove to be a leader within CDS by ensuring that Accreditation keeps pace with the field's changing environment and that it meets the demands of an environment that has become increasingly complex.

In 2014, the Standards and Accreditation Department focused on reviewing service provider documentation and practices as they relate to the health and safety of individuals receiving service. We looked for assurances

- that adequate staffing is in place for individuals who require extra support with regard to health and safety
- that staff are trained in areas related to individuals' safety
- that the quality of services provided results in having the best quality of life outcomes for individuals receiving services

This year also focused on ensuring that new training and refresher training for CET surveyors emphasized being able to identify

- true outcomes for individuals from the indicators
- innovative practices within the organization being surveyed

Summing up Survey Data from 2014-15

During the 2014-15 fiscal year, on-site CET survey conversations with individuals receiving service and the individuals' paid and natural supports revealed the following outcome based examples

- An increased focus on accessing resources already available within the community to best support individuals in their range of needs
- An increased focus on technology to support individuals who have complex needs to keep both staff and individuals safer
- Additional supports and resources to support individuals who are aging or are acquiring a secondary condition due to age (e.g., dementia) so that individuals can stay in the community for as long as possible
- An increased focus on finding employment that is more meaningful to the individuals, and where they have more socially-valued roles within their communities
- An increased focus on training for individuals to provide them the necessary skills to make decisions and be as independent as possible

Of the 40 CET Level I surveys' completed

- 35 service providers achieved Accreditation immediately following the site survey
- Of the five service providers that did not achieve accreditation initially, two service providers achieved Accreditation after receiving additional time and support

Of the other surveys completed

- Seven service providers were awarded Level II Accreditation by achieving a higher overall rating and subsequent endorsement by the Commission on Accreditation
- Fifteen service providers successfully aligned themselves with the CET Complex Support Needs (CSN) indicators, which are offered with both Level I and Level II
- Three service providers were rated non-compliant for the standards that address situations and/or behaviours of concerns
- Overall, a higher level of indicators were missed, but the overall standards were still met

Many service providers received commendations like the ones listed here for outstanding practices.

- Detailed health and safety plans
- Proactive thinking in terms of risk management strategies
- Excelling in research and fundraising opportunities
- Providing a culture where individuals have valued roles in society
- Connections with community liaisons (e.g., police services)
- A focus on advocating for individuals by developing or participating in self-advocacy groups as well as teaching individuals how to advocate for themselves
- Use of technology to provide safer environments for both individuals and staff
- The provision of additional services and support around grieving for both individuals and staff
- The achievement of the Alberta Association for Safety Partnerships Certificate of Recognition (COR)

Thanks and Acknowledgements

On behalf of the Accreditation Council, I'd like to acknowledge the support of

- our member organizations
- our funders
- the service providers
- employer-supported and other volunteers
- contracted team leaders
- our surveyors
- ACDS' devoted staff and contracted editors
- members of the Standards Review Committee, the Accreditation Council, and the Commission on Accreditation.

Thank you for investing your time and energy into fostering quality assurance within CDS, and for contributing to another successful and productive year.

Respectfully Submitted,

Corinne Thomas,
Senior Accreditation Coordinator

Summarized Annual Report for 2015

Report of the Independent Auditor on the Summarized Financial Statements To the Members of the Alberta Council of Disability Services (ACDS)

The accompanying summarized financial statements, which comprise the summarized statement of financial position as at March 31, 2015, the summarized statement of operations and summarized statement of cash flows for the year ended, and related Note 1, are derived from the audited financial statements of ACDS for the year ended March 31, 2015. I expressed an unqualified audit opinion on those financial statements in my report dated June 23, 2015.

The summarized financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations which were applied in the preparation of the audited financial statements of ACDS. Reading the summarized financial statements, therefore, is not a substitute for reading the audited statements of ACDS.

Management's Responsibility for the Summarized Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements on the basis described in Note 1.

Auditor's Responsibility

My responsibility is to express an opinion on the summarized financial statements based on my procedures, which were conducted in accordance with Canadian Auditing Standards (CAS) 810, "Engagements to Report on Summary Financial Statements."

Opinion

In my opinion, the summarized financial statements derived from the audited financial statements of ACDS for the year ended March 31, 2015 are a fair summary of those financial statements, on the basis described in the Note 1.

Anda Frusescu CGA Professional Corporation, Certified General Accountant
Calgary, Alberta, June 23, 2015

Management's Responsibility for Financial Reporting

The accompanying summarized financial statements of ACDS have been summarized from the financial statements in accordance with the criteria described in Note 1 on the following page. The Annual Report, the full statements and independent auditors report are available on ACDS' website in their entirety. These summarized statements and all the information in the annual report are the responsibility of management and have been reviewed by the Audit Committee and approved by ACDS. The financial statements have been prepared by management in accordance with Canadian accounting standards for not-for-profit organizations.

ACDS is responsible for ensuring that management fulfills its responsibilities for financial reporting by approving the financial statements on the recommendation of the Audit Committee. ACDS carries out this responsibility principally through its Audit Committee.

Helen Ficocelli
President

Ryan Geake
Director

June 23, 2015

Summarized Statement of Financial Position as at March 31, 2015	2015	2014
Assets:		
Cash and Cash Equivalents	\$ 866,280	\$ 827,769
Receivables and Other Current Assets	382,193	280,002
Property and Equipment	6,155	10,040
	<u>1,254,628</u>	<u>1,117,811</u>
Liabilities:		
Accounts Payable	307,150	282,376
Deferred Revenue	244,161	208,500
	<u>551,311</u>	<u>490,876</u>
Net Assets:		
Invested in Property and Equipment	6,155	10,040
Unrestricted	697,163	616,895
	<u>703,317</u>	<u>626,935</u>
	<u>\$ 1,254,628</u>	<u>\$ 1,117,811</u>

Summarized Statement of Operations as at March 31, 2015

Revenues:		
Contracts and Consultations	\$ 1,143,666	\$ 1,223,341
Membership Dues and Industry Support	194,375	234,834
Sales and Training	454,964	326,589
Other	43,209	47,443
	<u>1,836,214</u>	<u>1,832,207</u>
Expenses:		
Administration and Other	334,195	411,875
Contracts and Consultations	168,721	202,644
Events and Training	249,670	177,310
Manpower	903,773	918,024
Physical Plant	103,473	103,190
	<u>1,759,832</u>	<u>1,813,043</u>
Excess of Revenues Over Expenses	<u>\$ 76,382</u>	<u>\$ 19,164</u>

Summarized Statement of Cash Flows as at March 31, 2015

Operating Activities:		
Cash Receipts	\$ 1,766,447	\$ 2,025,731
Cash Payments	- 1,727,936	- 1,793,434
Investing Activities:		
Additions to Property and Equipment	0	- 11,661
Increase (Decrease) in Cash and Cash Equivalents:	<u>\$ 38,511</u>	<u>\$ 220,636</u>

Note 1. Basis of Preparation.

The summarized financial statements have been prepared from the audited financial statements for the year ended March 31, 2015 by grouping the major totals from the related complete financial statements by area of distinct activity. The complete financial statements, including notes to the financial statements and the independent auditors' report are available on ACDS's website or upon request by contacting the office directly.

ACDS Members

CENTRAL

Ability Development Services (formerly Bea Fisher)
Accredited Supports to the Community
Advance Society Innisfail
Camrose Association for Community Living (CAFCL)
Centra Cam Vocational Training Association
Cope Rocky Mountain House Society
Cosmos Community Support Services Ltd.
Drumheller and Region Transition Society (DARTS)
Employment Placement and Support Services (EPSS)
Falcon Enterprises, Wainwright & District Association
Flagstaff Family and Community Services
Focus, Vermilion Association for Persons with Disabilities
Horizons Training Centre Society
Lacombe Action Group for the Handicapped
Padnoma Support Services Inc.
Parkland Community Living and Supports Society
Providing Residential Options & Services (PROS)
Regional Living Skills
The SS I*C*E*
Wainwright Association for Community Living
Westward Goals Support Services Inc.
Wetaskiwin & District Association for Community Services

CALGARY

Association for the Rehabilitation of the Brain Injured (ARBI)
Calgary Alternative Support Services (CASS)
Calgary Community Day Services
Calgary SCOPE Society
Calgary Society for Persons with Disabilities (CSPD)
Calgary Society for Community Opportunities (The)
Columbia College
Community Living Alternative Services Ltd.
Connections Counselling and Consulting Foundation
Developmental Disabilities Resource Centre (DDRC)
Foothills Advocacy in Motion (A.I.M.) Society
Graduated Supports
In-Definite Arts Society
L'Arche Association of Calgary
New Age Services

Optional Rehabilitation Services (OPTIONS) Inc.
Prospect Human Services Society
Resicare Society of Calgary
Resourceful Futures Community Support Ltd.
Springboard Centre for Adults with Disabilities
Supported Lifestyles Ltd.
Universal Rehabilitation Service Agency (URSA)
Vantage Enterprises Ltd.
Vecova Centre for Disability Services and Research

EDMONTON

Alberta AdaptAbilities Association
ARCH Enterprises & Training Assoc of Edmonton
Association for Supported Community Connections
Assoc. Supporting Choices of People, Edson (SCOPE)
Beehive Support Services Association
Catholic Social Services
Chimo Youth Retreat Centre
Chrysalis: An Alberta Society for Citizens with Disabilities
Edmonton Integrated Services Ltd.
Elves Special Needs Society
EmployAbilities Society of Alberta
Entrust Adult Inc.
Excel Resources Society
Good Samaritan Society (The)
Goodwill Industries of Alberta
Home-Within-a-Home Society
I Have a Chance Support Services
Independent Advocacy Inc.
Key Support Services Inc.
KCS Association
L'Arche Association of Edmonton
Leduc Community Living Association
Leduc Linx Connect Centre
Lo-Se-Ca Foundation
Mcman Youth, Family and Community Services Assoc.
Mill Woods Society for Community Living
MIRA Facilitation Centre
MirkaCare Services Inc.
Prince Charles Residence

Rehoboth Christian Ministries
Residential Aide Placement Services Society
Residential and Support Services, PDD
Robin Hood Association
Skills Society
Society for Selections and Career Support Services, The
Tralee Residential Services
Transitions Rehabilitation Assoc. of St. Albert and District
Wildrose Caregivers Ltd.
Winder Inclusive Communities Service (WICS)
Winnifred Stewart Association
WJS Alberta
YWCA of Edmonton

SOUTH

Alfred Egan Home (Palliser Health Authority)
Bluefox Association
Cardston & District Association for the Handicapped
CBI Greystoke Home Health
Clients Ongoing Rehabilitation and Equality (CORE) Assoc.
Crowsnest Community Support Society
Health Care Homes Ltd.
L'Arche Association of Lethbridge
Lethbridge Family Services
Newell Community Action Group - BSPD
Next Step Residential Services (Medicine Hat) Ltd.
Opokaa'sin Early Intervention Society
Peak Vocational Services
Quest Support Services Inc.
REDI Enterprises Society
Rehabilitation Society of Southwestern Alberta
Southern Alberta Community Living Association
Southern Alberta Society for the Handicapped
Taber Special Needs Society
Wheat Country Special Needs Society

NORTHEAST

Salvation Army Start Program (The)

NORTHCENTRAL

Blue Heron Support Services Association
Blue Heron Vocational Training Centre Association
Dove Centre
Empowering Citizens for Health and Opportunity Society
(ECHOS)
Lac La Biche Disability Services
St. Paul Abilities Network (SPAN)
Vegreville Association for Living in Dignity (VALID)
Westlock Independence Network (WIN)

NORTHWEST

Accredited Supportive Living Society (ASLS)
Community Life Acceptance Independence Resources Inc.
Falher Friendship Corner Association
Life Empowerment Support Services
Marigold Enterprises Rehabilitation Services Society
Northern Lights Ranch
Signature Support Services

ASSOCIATE ORGANIZATION MEMBERS

Gateway Association for Community Living
Nina Hagerty Centre for the Arts
HSA Canada/Centerpoint Facilitation
Southern Alberta Individualized Planning Association

ASSOCIATE INDIVIDUAL MEMBERS

Sheila Foster
Lin Hermanson
Margaret Teasdale-Labrie
Linda Maxwell
Lori Miller
Rita O'Connor
Angela Tombrowski
Bill Winship

Notes



Alberta Council of Disability Services

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