



Alberta Council of Disability Services

**Annual Report
2015 - 2016**

Leading Excellence in Community Disability Services

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Ann Nicol

Directors of Services & Accreditation

Clova Lehr

Communications & Membership Coordinator

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Executive Assistant

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G. “Marti” Martz, Manager

Anne Gosnell, Business Admin.

Training and Development Team

Doreen Hogarth, Manager

Christine Do (Walker), Coordinator

Standards and Accreditation Team

Corinne Thomas, Sr. Coordinator

Sheila Trew, Coordinator

Val McKinney, Administrative Assistant

Workforce Development

Jody Amirault, Coordinator

Our Mandate:

ACDS' mandate is to provide supports to community-based service providers of individuals 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 members. The Council's training and development, accreditation, human resources and collaborative 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

This past year has been a very busy year for the members of ACDS. With your work and devotion to the disability field we, and I do mean the collective we, have accomplished the following:

- Oriented and educated the NDP government and the MLAs;
- Provided the government with our research on the impact of the increase of the minimum wage;
- Repealed the PDD Safety Standards; and
- Delayed the implementation of the contract.

For all your hard work, for all the surveys that you have completed, for all the calls that you took and have made to ACDS, for all the meetings that you had with your MLAs, and for all the meetings that you attended on behalf of ACDS, thank you.

What has your ACDS Board of Directors accomplished this year? The Board has met with the Minister, MLAs and with community agencies. We have been strategizing as to what our future is or what does the future hold for us. At the spring conference I delivered a speech on the new ACDS highlighting the following points:

- Provide a collective voice;
- Advocacy;
- Advancing excellence and best practices;
- Championing professional disability services; and
- Communication.

This is the beginning and more work must be done on this strategy by the Board with input from our membership. It is imperative, at a time when the direct link between developmental disability services and government is quickly vanishing, that ACDS know who we are. This year we will continue to work on this and as always will require your input.

As always I would like to thank Ann Nicol, CEO of ACDS, for her devotion, hard work, strategic mind, relationship building and her ability to connect the dots of the complex world of disability services and government. Supporting Ann is her staff who are able to move Ann's ideas forward to a professional level that is recognized provincially.

And finally I would like to thank the Board Members of ACDS. Their commitment to ACDS and the disability area is limitless. When asked for input, extra work, attendance at meetings with MLAs or other provincial meetings they never say no.

I do not expect that next year will be an easy one, but I know that your Board of Directors, the staff of ACDS and you as community agencies are well equipped and energized to take control and deal with whatever comes our way.

Respectfully Submitted,

Helen Ficocelli
ACDS Board President

MEMBERSHIP COUNCIL

The ability and confidence of ACDS members to move forward together as a strong collective voice created opportunities for successful changes on a number of significant issues over the past year. In the first term of a new government, ACDS was able to work proactively to brief new decision-makers and present positions on key issues and impacts to quality services. Together, we created opportunities and support for working at tables with multiple Ministries and stakeholders to develop and define new ways of thinking about consultation, and new ways of generating solutions together.

Election 2015 brought with it political change that Alberta hasn't seen in over 40 years. ACDS was on the ground shortly after the vote, developing and distributing briefing materials, and welcoming MLAs and new Ministers to their roles. Information was provided to assist ACDS members and our regional representatives in doing the same through their own organizations, and within their constituencies around Alberta. With this quick outreach by members, ACDS was able to achieve early meetings with the new Minister of Human Services, and invitations to brief Deputy Ministers in several portfolios.

One of the earliest decisions made by Alberta's new government was a move toward a phased minimum wage increase, impacting 10% of our workforce. A survey of ACDS members and interviews were conducted, and used to develop a briefing to government on considerations and impacts. ACDS Workforce Council Chairs were invited to participate in government consultations, and we were well prepared with our Pro-Tracker data identifying the number of staff impacted, wage-grid compression, employment services and social enterprise funding impacts. Our briefing document was widely distributed to decision-makers and made available to members to present to their MLAs.

Perhaps the most historic success in our work together to influence government over the past year, was the repeal of the PDD Safety Standards regulation. ACDS legal counsel informed our sector that beyond the obvious issues with Standard 8, the entire regulation had unreasonable elements and needed to be significantly revamped or repealed.

ACDS prepared position statements, legal opinions, a plain-language summary of the Standards and STANDATA impact, and information sheets for members to use in contacting government. Membership Council representatives brought forward regional impacts, evaluated and distributed information. This included helping to coordinate submissions to government from each of the regional Service Provider Councils with unified messages.

After months of effort to bring forward issues with the regulations to MLAs, and a new Minister for Human Services and Premier, the government launched the PDD Consultation in December 2015. The review committee consisted of ACDS, Inclusion Alberta, self-advocates, Premiers Council on Disabilities, Municipal Affairs, Health and people well familiar with disability supports, supported by technical experts on safety and building codes.

We were also able to brief the Ministers of Municipal Affairs (two MLAs have served in this role over the past year), were invited to brief the Deputy Minister and successfully achieved a pause on inspections from the Ministry during the consultation period.

The consultation process through the early months of 2016 was effective and inclusive. The accolades government has received for the process and individual public involvement in these events is well earned. ACDS and its members worked diligently to promote both the in-person consultations and the online survey.

In the end, the Minister accepted the Consultation Team's recommendations, including that for a full repeal of the Safety Regulations. Thank you all for your work reaching out to your MLAs and ensuring they were able to bring our concerns forward, helping to make this consultation a reality.

The Minister for Human Services was invited and accepted the opportunity to bring greetings to the ACDS 2016 Conference. Also invited was MLA Marie Renaud, to join a session on Best Practices in Contracting, where the B.C. Social Planning Council was invited to speak to their report on procurement models and their experiences with competitive procurement in the human services sector. Information on competitive procurement in British Columbia was provided in our briefings to government on contracting and procurement early in the year.

We are all well familiar with the issues around contracting, proposed contract templates, PQR and the move to competitive procurement in the Human Services Ministry. A quick response by ACDS, the Membership Council, our legal counsel and other engaged sector leaders, made our issues known. The Minister approved our request to delay the implementation of the new Disability Services contract and has mandated the administration to work closely with ACDS to review the terms of the contract. My sincere gratitude to the ACDS PDD Contract Advisory Committee representatives who have contributed tirelessly for seven years to work on contract clauses and schedules with the support of our legal advisors. On very short notice they again stepped up to the plate to volunteer their time and expertise to negotiate better terms for the 2017 contract year. Many thanks as well to Catholic Social Services who have provided space and hospitality for our meetings with the Ministry representatives. Meetings with government are ongoing. ACDS and the contract committee representatives on the Membership Council will provide timely updates and information as it becomes available.

Finally, as part of the work of ACDS to spread information and facilitate discussion, we've been promoting the Community of Practice Forum, available at www.acds.ca/community. It's an open forum to discuss sector related news, position papers, training, key issues, etc. Over the past year for example, a forum was created specifically for discussion around Safety Standards, housing and STANDATA issues. As well as the posting and archiving of key information. The forum was also offered to Municipal Affairs as a conduit to reach service providers and publicly answer posted questions. It's a resource ACDS strongly encourages you to take advantage of.

As always, as we head into another busy year of change, please contact ACDS and your regional representatives if you have questions or ideas you wish to discuss. The ACDS Umbrella, members-only section of the website and new Community of Practice forums are also available resources for information and discussion, and to keep members connected. Thank you to every member, volunteer, our dedicated ACDS staff, and the ACDS Board who continue to inspire and lead with confidence in our purpose, and with the wisdom and courage to seize opportunities to make a difference.

Respectfully Submitted,

Ann Nicol, CEO

WORKFORCE COUNCIL

In a year that featured both successes in our sector's ability to influence government and continued challenges, the Provincial Workforce Council again showed its ability to prioritize, multitask and adapt to a changing political environment. The need to develop and maintain a skilled and qualified workforce was once again highlighted during the PDD Safety Consultation. A professional workforce provides the greatest level of safety for both individuals receiving services and the staff themselves. We've faced a variety of challenges including funding sustainability and a proposed new contract template, a multi-year increase to Alberta's minimum wage and subsequent wage compression concerns, and with the continued loss of post-secondary disability studies programs. As a result, we've shifted to focus less on human resources tools, and more on advancing research and creating solutions on these key issues to present to decision-makers.

Research and timely sector information has been continually provided to government. This includes the conclusions of a minimum wage survey conducted over summer 2016 and a report on post-secondary educational program closures over the past several years.

Serious incidents and fatalities again highlight the need for investment in a skilled, qualified and certified workforce. The comprehensive and inclusive consultation that resulted in the repeal of the PDD Safety Standards Regulations gives us the opportunity to express the importance of staff in the lives of people with disabilities and; ensuring that Community Disability Workers have access to training, comprehensive education, and the ability to commit to a career, and continuous improvement while working in Community Disability Services.

Data collection is critical to our work. The HR Pro-Tracker tool previously used to identify workforce trends was replaced, at the request of the Provincial Workforce Council, with a more streamlined tool. The purpose of the new tool was to reduce the administrative burden of participating in the data collection while continuing to gather high quality data. The result was one of the highest participation rates ever seen in our data collection efforts. The new tool also collected information which was included in the cross-associational data collection project initiated by the Human Services Workforce Alliance.

The work of the Regional Workforce Councils must also be acknowledged. The regions focused their work on various initiatives identified at the local level. This included diversity, leadership training and succession planning.

The "Your Voice" employee engagement tool is no longer being used to gather data at a provincial level. The tool has been made available to service providers, and organizations are now implementing it internally as part of their continuous improvement processes.

Finally, the Workforce Classification System continues to be marketed and rolled out across the province, with presentations from ACDS staff being provided to individual organizations. The work on the Competency Field Test project is complete with a final report expected during the fall. Project results are being incorporated into the planned update to the Workforce Classification System manual.

We appreciate the time, knowledge and on-going commitment of all of the committee participants, our committee chairs for their diligent work and leadership, ACDS staff who support the Provincial Workforce Council, and all the stakeholders who support workforce initiatives.

Respectfully Submitted,

Clova Lehr, for
Workforce Development

TRAINING AND DEVELOPMENT

We continue to be responsive to the learning and development needs of its member organizations. Whether this is a face to face workshop around a current issue or foundational training for direct support staff, you know it was designed and developed with you and your organizations in mind. We continue to build our Training Inventory and Training Calendar to facilitate information sharing.

Foundations in Community Disability Studies and Positive Behaviour Supports

- Tutor Support in-house training: 368
- Online blended mentor supported: 164
- Foundations Train the Trainer workshop: Vegreville, Red Deer (33)
- Positive Behaviour Supports Level 1 & 2 - Calgary, Edmonton, Grande Prairie (55)
- PBS Train the trainer: Lethbridge (12)
- From Community Presence to Community Inclusion – online - is building momentum

ACDS Spring Conference 2016

Pushing the Envelope: stretching boundaries and strengthening community - April 18-20 Edmonton 349 Participants and 54 Presenters.

The purpose look at ways to embrace uncertainty and innovation, as we push past our boundaries, strengthen bonds in the community, and raise awareness of who we are and the work that we do to build more genuinely inclusive communities for individuals with disabilities. Themes included:

- My Home, my life, my choice,
- Strengthening Community
- Meaningful Days:
- Learning and applying new ideas in innovative ways
- Organizational Leadership

*“Eye opening on
what other
organizations are
doing and looking
and looking at
doing!”*

Other Events

Health and Safety Forum: Calgary (35)

Intercultural Diversity (4 parts) (219)

Supported Self Employment - Leduc (9)

Workplace Investigations Training: Calgary (18)

When to Lead, When to Manage: Calgary Workforce Council Leadership Symposium (121)

Respectfully Submitted,

Doreen Hogarth, Manager
Training and Development

ACCREDITATION COUNCIL

The work we all do, whether delivering front-line services, influencing policy or supporting Community Disability Services providers, is focused on achieving the best outcomes and quality of life for Albertans with disabilities. Continuous improvement is an expectation for everyone in our sector. As part of our own self-evaluation and continuous improvement, we took a new approach this year in revising the CET Standards; beginning with a literature review for each subject area and by bringing together topic-specific committees. The updated standards are currently being vetted by both individuals whose lives are positively affected by service delivery, and the broader field.

Together, we've faced and overcome many challenges in support provision and public policy over the past year. We've also seen many innovative practices and approaches to multi-faceted issues that deserve to be acknowledged. At Conference 2016 we celebrated specific examples of successes that service providers took pride in, and we are preparing to make the celebration of innovation an annual event.

The Commission on Accreditation has also recognized many commendable practices over the past year, particularly in regards to: relationships and the natural supports that have developed for individuals; for having exemplary processes in place to ensure safety; outstanding risk management practices for individuals with complex needs; connecting with exemplary resources and training that enhance the knowledge and skills of front-line staff; and ensuring that instructions and agency documentation are clear and thorough.

The CET process benefits from an outstanding team of surveyors, team leaders, Accreditation Council and Commission on Accreditation members, standards review ad-hoc committee members, consultants and staff who support the great outcomes for people that are achieved through accreditation. Please accept our appreciation and a big thank you to all of you.

We are grateful for this community that enabled us to successfully accredit 38 service providers through CET Level 1, and 11 that reached the higher bar of achieving CET Level 2 standards accreditation. Eleven service providers also accredited their complex needs programs and some included their children's services as well. We also acknowledge the others who have undertaken the process and are being supported to further align with the standards. The measure of success for us all is in the journey to continuously create excellence together.

Respectfully Submitted,

Clova Lehr,
Director of Services and Accreditation

Summarized Annual Report for 2016

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, 2016, 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, 2016. I expressed an unqualified audit opinion on those financial statements in my report dated June 13, 2016.

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, 2016 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 13, 2016

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 the ACDS Board of Directors. 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 13, 2016

Summarized Statement of Financial Position as at March 31, 2016

	2016	2015
Assets:		
Cash and Cash Equivalents	\$ 874,456	\$ 866,280
Accounts Receivable	375,800	366,235
Prepaid Expenses	16,160	15,958
Property and Equipment	2,268	6,155
	<u>1,268,684</u>	<u>1,254,628</u>
Liabilities:		
Accounts Payable	211,376	307,150
Deferred Revenue	243,336	244,161
	<u>454,712</u>	<u>551,311</u>
Net Assets:		
Invested in Property and Equipment	2,268	6,155
Unrestricted	811,704	697,163
	<u>813,972</u>	<u>703,317</u>
	<u>\$ 1,268,684</u>	<u>\$ 1,254,628</u>

Summarized Statement of Cash Flows as at March 31, 2016

	2016	2015
Operating Activities:		
Cash received from Government Funding	\$ 1,201,765	\$ 1,166,440
Cash received from Member Sales & Service	652,911	600,007
Cash Payments to Suppliers & Employees	- 1,846,500	- 1,727,936
	<u>8,176</u>	<u>38,511</u>
Investing Activities:		
Additions to Property and Equipment	- 0	- 0
Increase (Decrease) in Cash and Cash Equivalents:	<u>\$ 8,176</u>	<u>\$ 38,511</u>

Note 1. Basis of Preparation.

The summarized financial statements have been prepared from the audited financial statements for the year ended March 31, 2016 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' website (www.acds.ca) or upon request by contacting the office directly.

Summarized Statement of Operations as at March 31, 2016

	2016	2015
Revenue:		
Program Revenue		
Accreditation	\$ 71,849	\$ 40,465
Government Support	992,765	957,440
Consultation & Partnerships	7,226	7,226
Events, Sales & Training	387,8014	424,964
Other Income & Interest Received	2,699	2,744
	<u>1,462,340</u>	<u>1,432,839</u>
Sector Support Revenue		
Government Support	209,000	209,000
Membership Dues & Industry Support	193,727	194,375
	<u>402,727</u>	<u>403,375</u>
Total Revenue	<u>\$ 1,865,067</u>	<u>\$ 1,836,214</u>
Expense:		
Administration	\$ 71,588	\$ 67,281
Contracts & Consultation	122,589	134,576
Events, Sales & Training	179,220	282,035
Manpower	946,159	903,773
Physical Plant	98,964	103,473
Print, Advertising & Production	154	6,473
Professional Fees	21,565	22,387
Program Development & Committees	51,442	32,793
Surveys	229,433	176,612
Travel	29,408	26,542
Total Expense	<u>\$ 1,750,522</u>	<u>\$ 1,755,945</u>
Amortization	- 3,887	- 3,887
Excess of Revenues over Expenses	<u>\$ 110,658</u>	<u>\$ 76,382</u>

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
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
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
Rocky Support Services Society (COPE)
The SS I*C*E*
Vermilion Association for Persons with Disabilities, Focus
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
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
Centre for Autism Services Alberta
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.
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.

Nina Hagerty Centre for the Arts
Prince Charles Residence
Rehoboth Christian Ministries
Residential Aide Placement Services Society
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

Ability Resource Centre (formerly Rehb. Soc. SW AB)
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
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
Life Empowerment Support Services
St. Paul Abilities Network (SPAN)
Vegreville Association for Living in Dignity (VALID)
Westlock Independence Network (WIN)

NORTHWEST

Accredited Supportive Living Society (ASLS)
Canadian Mental Health Assoc. – Grande Prairie
Community Life Acceptance Independence Resources Inc.
Falher Friendship Corner Association
Marigold Enterprises Rehabilitation Services Society
Northern Lights Ranch
Signature Support Services

ASSOCIATE ORGANIZATION MEMBERS

Bulwark Homes
Gateway Association for Community Living
HSA Canada/Centerpoint Facilitation
Southern Alberta Individualized Planning Association
WSG Services

ASSOCIATE INDIVIDUAL MEMBERS

Sheila Foster
Lin Hermanson
Angela Irvine
Jean Jones
Linda Maxwell
Lori Miller
Rita O'Connor
Andrea Tombrowski
Bill Winship

Notes



Alberta Council of Disability Services

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