

Message from Board Chair and CEO

2023-2024 proved to be an incredibly busy and productive year for ACDS as we rolled out and advanced significant work across all our service and program areas.

In May 2023, we were pleased to launch the new branding for the ACDS annual conference with a new conference name, *Impact*, and accompanying visual identity. The Calgary conference provided lots of opportunities for learning and networking and was followed up in the fall by the Impact+ webinar series that brought emerging topics from the conference to a broader audience.

The new fiscal year kicked off with the Government of Alberta's budget commitment to increased funding for wages and administration, and our release of Blueprint CDS: A Comprehensive Workforce Strategy for Community Disability Services, outlining a suite of 18 recommendations to advance the sector's workforce. We have since focused on implementing the report's recommendations and, with the support of the Ministry of Seniors, Community and Social Services, are currently taking concrete steps towards collaboration and new partnerships to advance training and career pathways for the sector. In January, we released the inaugural Sector Scanner report providing key insights related to ongoing issues and emerging challenges in the sector, such as housing, to guide and support our advocacy work.

ACDS program areas, including both accreditation and training, were challenged to innovate, enhance processes, and address needs and gaps while responding to significantly increased demand due to the deadline to meet new requirements for Secure Services and Complex Support Needs Designations. The Accreditation team also worked to refine and manage the influx of requests for accreditation of new service providers.

Whether working overtime, heading out into the community to complete surveys, or updating and developing new training offerings, we are proud of the hard work and commitment of our staff to support our members and the sector through this unprecedented demand.

Our Board of Directors welcomed a new Chairperson and three new members this year. The Board approved new board policies, reviewed and affirmed our strategic directions, developed a new membership framework, and actively worked to align processes and meetings to ensure the focus is on future priorities and challenges. We thank them for their continued championing of ACDS and the Community Disability Services sector.

We also wish to thank all our members who served on committees this year. We are truly overwhelmed by your ongoing support and willingness to give your time, wisdom, and energy to our work. Our members propel our efforts to build a strong, inclusive, and responsive Community Disability Services sector — whether through these formal commitments or simply through your trust and support as a member.

Finally, we thank the ACDS staff who truly went above and beyond this year.



Pam McGladdery
Board Chair

A handwritten signature in black ink, appearing to read 'Pam McGladdery'.



Andrea Hesse
CEO

A handwritten signature in black ink, appearing to read 'Andrea Hesse'.

“Our members propel our efforts to build a strong, inclusive, and responsive Community Disability Services sector—whether through formal commitments or simply through your trust and support as a member.”



A Year in Highlights

APRIL 2023

Released [Project Blueprint CDS: A Comprehensive Workforce Strategy for Community Disability Services](#), and its accompanying [Technical Document](#)

Released the [ACDS Survey 2022: Community Disability Services Sector Training Issues and Needs](#)

Launched the Culture of Safety and Overnight Supports course

Published the Alberta 2023 [election webpage and related resources](#)



MAY 2023

Hosted [Impact 2023](#): the ACDS annual conference

Celebrated Community Disability Service Workers Appreciation Week with the Disability Workers Rock! party during Impact 2023



JUNE 2023

Announced new ACDS Board Chair, Pam McGladdery (URSA) and new Board Directors, Craig Wood (REDI), Sharon Rempel (SACLA) and Donna Phillips (WJS), at the Annual General Meeting

JULY 2023

Released [CDS Sector Priorities for 2023-2026](#) identifying seven priorities to guide our advocacy work for the sector



AUGUST & SEPTEMBER 2023

Engaged with Government of Alberta ministries to explore opportunities to advance Project Blueprint CDS strategies, including Seniors, Community and Social Services; Advanced Education; Jobs, Economy and Trade; Arts, Culture and Status of Women

Submitted formal requests to: Advanced Education to explore potential fit with new Industry Pathways training program; and, Jobs, Economy, and Trade to explore support for Blueprint CDS strategies



A YEAR IN HIGHLIGHTS CONT.

OCTOBER 2023

Held [Impact+ webinar series](#)

Launched updated core courses: [Foundations in Community Disability Studies](#) and [Advanced Skills in Positive Behaviour Support](#)

NOVEMBER 2023

Launched new instructor-led virtual [Advanced Skills in Positive Behaviour Support](#)

DECEMBER 2023

Formed ACDS Housing Task Team to support ACDS understanding and advocacy related to housing affordability issues impacting the CDS sector

JANUARY 2024

Released inaugural issue of [Sector Scanner](#) to identify emerging issues and support organizations with foresight and planning



FEBRUARY 2024

Participated in Alberta Arts, Culture and Status of Women's and the Alberta Nonprofit Network's Southern Alberta Gathering to contribute learnings from Project Blueprint CDS towards the development of a workforce strategy for the nonprofit sector

MARCH 2024

Completed nine CET Complex Support Needs Designation stand-alone surveys

Produced [ACDS Survey 2023: Workforce Fundamentals](#)

Launched [Mandt Training Without Physical Restraint](#)

**WORKFORCE
FUNDAMENTALS**

FEBRUARY - MARCH 2024

Delivered a series of in-person and virtual presentations to CDS sector leaders about [Project Blueprint CDS and the exploration of fit with Advanced Education's Industry Pathways Program](#)

A Year in Photos

1. Impact 2023, May 2023
2. Disability Workers Rock! Party, May 2023
3. Impact+ Webinar Series, October 2023



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1.



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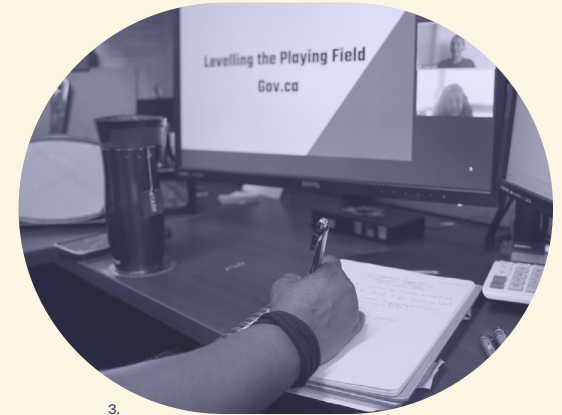
1.



2.



2.



3.



1.



2.



3.

A YEAR IN PHOTOS CONT.

- 1. Board Retreat, October 2023
- 2. CSAE Annual Conference, November 2023
- 3. Service Provider Stampede Breakfasts, July 2023
- 4. Celebrating Alison Long's 25 years at ACDS
- 5. 2023 ACDS Staff Christmas Party
- 6. Celebrating with REDI at their ceremony for Foundations Graduates



3.



4.



5.



6.

A Year In Numbers: An Engaged Sector

PROJECT BLUEPRINT CDS

180+ CDS sector service provider leaders across Alberta participated in **6 in-person, virtual, and live webinar presentations**



IMPACT CONFERENCE

360

attendees

19

exhibitors

38

presenters

26

presentations



SECTOR CONTRIBUTIONS

34

CDS sector organizations from across the province participated in one or more ACDS committees or forums

68

organizations contributed data for the inaugural issue of the Sector Scanner

61

organizations provided detailed demographics and wage information for the ACDS Survey 2023

ONLINE REACH

31

e-updates sent to over 130 sector leaders

25k+

page views of the ACDS website

1.48k

Facebook followers

1.27k

X followers

A Year In Numbers: A Strong Sector

TRAINING

94

organizations participated in one or more ACDS training programs

634

learners registered for core training programs

221

learners registered for Foundations in Community Disability Studies program

28

instructor-led virtual training sessions were offered on the core courses

EXPANDED CAPACITY TO MEET DEMANDS FOR COMPLEX SUPPORT NEEDS DESIGNATION

40%

increase in training output between February and March 2024

97

participants benefited from 5 additional training sessions

39

organizations were awarded the CSND in 2023-2024

77%

increase in CSND designations year over year

ACCREDITATION

70

Creating Excellence Together surveys were completed

46

organizations were accredited at CET Level 1 (33) and Level 2 (13)

7

organizations were awarded with New Services Accreditation

19

organizations awarded the Respite for Children, Youth and Adults with Disabilities designation

IMPACT+ WEBINAR SERIES

250 people attended the 5 sessions



A Year In Words

ON ADVANCING THE SECTOR

“I was thrilled to be asked to represent the Excel Society and be part of the Project Blueprint CDS Advisory Committee. The approach from the beginning was objective and designed to identify every component necessary for success. I believe we have found a path to a sustainable and professional workforce through the work that has been completed.”

— Brad Perkins, President and CEO, Excel Society

A YEAR IN WORDS CONT.

ON STRENGTHENING THE SECTOR

“All CET Surveys, both past and present, have been a great source of input and inspiration for our continuous improvement of the services that we provide. Your support was invaluable in enabling us to properly prepare and organize for the survey. We appreciate that your staff was able to conduct the survey in such an efficient and thorough manner, all the while meeting the March 31, 2024, deadline.”

— Bruce Skorobohach, Director, Columbia College

ON CONNECTING THE SECTOR

“It was an awesome conference, from the opening to the closing ceremony it was never been a dull moment! Kudos ACDS! You impacted my life with the best information and knowledge that I will be sharing and applying with individuals that I support and especially to my own SELF.”

— Impact 2023 Participant

Our ACDS

OUR MEMBERS

CALGARY

Above and Beyond Care
 Association for the Rehabilitation of the
 Brain Injured (ARBI)
 Calgary Alternative Support Services Inc.
 Calgary Community Day Services
 Calgary Progressive Lifestyles
 Foundation
 Calgary SCOPE Society
 Calgary Society for Persons with
 Disabilities
 Calgary Society of Community
 Opportunities
 Columbia College
 Community Living Alternative Services
 (CLAS)
 Connections For Families Society
 Developmental Disabilities Resource
 Centre of Calgary (DDRC)
 Foothills Advocacy in Motion Society
 (FAIM)
 L'Arche Association of Calgary
 National accessArts Centre
 New Age Services Inc.
 Optional Rehabilitation Services Inc.
 (OPTIONS)
 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
 Venturers Society of Calgary, The

EDMONTON

Alberta Adaptabilities Association
 Arch Enterprises & Training Association
 of Edmonton
 Catholic Social Services
 Centre for Autism Services Alberta
 Chimo Youth Retreat Centre
 Chrysalis: An Alberta Society for
 Citizens with Disabilities
 CommunityAim - Empowering Citizens
 with Disabilities Society
 Connect Society
 Crossroads Family Services
 Edmonton Integrated Services (EIS)
 Elves Special Needs Society
 EmployAbilities Society of Alberta
 Entrust Disability Services
 Excel Society
 Good Samaritan Society, The
 Goodwill Industries of Alberta
 Home-Within-A-Home Society of
 Edmonton
 Independent Advocacy Inc.
 Independent Counselling Enterprises
 Key Support Services Inc.
 L'Arche Association of Edmonton
 Leduc Community Living Association
 Leduc Linx Connect Centre
 Lifestyle Choices Support Society
 Lo-Se-Ca Foundation
 McMan Youth, Family and Community
 Services Association - Edmonton
 Mill Woods Society for Community Living
 MIRA Facilitation Center
 MirkaCare Services Inc.
 Nina Haggerty Centre for the Arts
 Prince Charles Residence
 Rehoboth Christian Ministries
 Residential Aide Placement
 Services
 Robin Hood Association
 Selections Career Support Service
 Skills Society

Tralee Residential Services Ltd.
 Transitions Rehabilitation Association of
 St. Albert and District
 Wild Rose Caregivers Ltd.
 Winder Inclusive Communities Service
 (WICS)
 Winnifred Stewart Association
 WJS Canada
 YWCA of Edmonton

CENTRAL

Ability Development Services by
 Bea Fisher
 Accredited Supports to the Community
 Advance Society Innisfail: Support for
 Developmentally Disabled
 Beehive Support Services Association
 (BSSA)
 Camrose Association for Community
 Living
 Canadian Mental Health Association -
 Camrose
 Centra Cam Vocational Training
 Association
 Cosmos Group of Companies
 Drumheller and Region Transition
 Society (DARTS)
 Etana Supports Society
 Falcon Enterprise, Wainwright & District
 Association
 Fisher Farm Residential Association
 Horizons Training Centre Society
 K-Bri Solutions
 Lacombe Action Group for the
 Handicapped
 McMan Youth, Family and Community
 Services Association - Central
 Olds Association for Community Living
 Padnoma Support Services Inc.
 Parkland Community Living and
 Supports Society
 Providing Residential Options and
 Services (PROS)
 Regional Living Skills
 Rocky Support Services Society
 STEPS Society of Red Deer
 The SS I*C*E*
 Vermilion Association for Persons with
 Disabilities - (FOCUS Society)
 Wainwright Association for Community
 Living
 Westward Goals Support Services Inc.

Wetaskiwin & District Association for
 Community Service

SOUTH

Ability Resource Centre
 Alfred Egan Home, Alberta Health
 Services
 Bluefox Association
 Cardston Support Services Association
 CORE Association
 Edenbridge Family Services Inc
 Health Care Homes Ltd.
 L'Arche Association of Lethbridge
 Lethbridge Family Services
 McMan Youth, Family and Community
 Services Association - South
 New Beginnings Association
 Next Step Residential Services Ltd.
 Peak Vocational Services
 Quest Support Services Inc.
 REDI Enterprises Society
 SASH Disability Support Services
 Southern Alberta Community Living
 Association (SACLA)
 Taber Special Needs Society
 Wheat Country Special Needs Society

NORTHEAST

Blue Heron Support Services
 Association
 Blue Heron Vocational Training Centre
 Dove Centre
 Lac La Biche Disability Services
 Life Empowerment Inc.
 Salvation Army START Program, The
 St. Paul Abilities Network
 Vegreville Association for Living in
 Dignity (VALID)
 Westlock Independence Network

NORTHWEST

Care Human Services Ltd.
 Community Life Acceptance
 Independence Resources
 Falher Friendship Corner Association
 HeARTh Social Profit Company
 Marigold Enterprises Rehabilitation
 Services Society
 Northern Lights Ranch
 Signature Support Services

ASSOCIATE MEMBER

Canadian Citizens of Heaven Intl.
 Worship Centre
 Canadian Companion Services Inc.
 Canadian Mental Health Association -
 Grande Prairie
 CarePros
 Faulk, Ann
 Gateway Association
 Greig, Bob
 March of Dimes
 Manery, Sue
 Maxwell, Linda
 Miller, Lori
 MTG Healthcare Academy
 Nwatarali, Christian
 O'Connor, Rita
 Outreach Support Services
 Pluming Eagle Lodge
 Rabboni Support Services Inc.
 Sapphire Care Ltd.
 Sing, Hans Raj (WowBrands)
 Southern Alberta Individualized
 Planning Association (SAIPA)
 Summers, Craig
 Swift Home Care Services
 Tia & Nika Consulting Inc.
 Tombrowski, Andrea
 Your Way Support Services

AFFILIATE MEMBER

Centerpoint Facilitation
 Special Olympics

Our ACDS

OUR TEAM

ACDS LEADERSHIP TEAM



- Andrea Hesse, CEO**
- Nilima Sonpal-Valias, Director, Strategic Initiatives and Engagement**
- Clova Lehr, Director, Accreditation and Services**

ACDS STAFF

- Alison Long, Executive Assistant/IT Administrator**
- Aqsa Arif, Communications and Marketing Assistant**
- Carla Farwell, Manager, Accreditation**
- Carrie Stahn, Accreditation Administrative Coordinator**
- Danielle Mazerolle, Accreditation Coordinator**
- Debbie Casper, Accounting Assistant**
- Elizabeth Schweighardt, Research Coordinator**
- Jasvir Chatha-Bains, Manager, Communications and Engagement**
- Jonajhen Kythe Gregorio, Accounting Assistant**
- Justin White, Accreditation Coordinator**
- Kakoli Mitra, Training and Development Coordinator**
- Maxine Innes, Manager, Business and Finance**
- Nujhat Adrita, Manager, Training and Development**
- Susan Tally, Accreditation Coordinator**

BOARD OF DIRECTORS

- Pam McGladdery, Chair**
- Ann Marie LePan, Vice Chair**
- Ryan Geake, Past Chair**
- Craig Wood, Treasurer**
- Serena King, Secretary**

- Darrin Stubbs**
- Diane Magill**
- Dianne Kotkas**
- Donna Phillips**
- Janice Gerbrandt**
- Lorelei Martin**
- Sharon Rempel**

Dorothy Badry, Ex-Officio



Our ACDS

OUR COMMUNITY CONTRIBUTORS

Thank you to the many members of the ACDS community that participated in committees and forums, and supported core ACDS programs and services.

GOVERNMENT RELATIONS COMMITTEE

Ann Marie LePan, Robin Hood Association
Anthony Opden Dries, St. Paul Abilities Network
Ben Weinlick, Skills Society
Craig Wood, REDI Enterprises Society
Dan Verstraete, Parkland CLASS
Diane Magill, Blue Heron Support Services Association
Darrin Stubbs, Signature Support Services Society
Deborah Gregson, HeARTh Social Profit Company
Diane Magill, Blue Heron Support Services Association
Karen Murphy, Catholic Social Services
Kelly Holmes-Binns, Vecova Centre for Disability Services and Research
Paige McCann Sauter, Ability Resource Centre
Pam McGladdery, Universal Rehabilitation Service Agency

MEMBERSHIP COUNCIL

Darrin Stubbs (NW)
Michelle Juett (Calgary)
Diane Magill (NE)
Janice Gerbrandt (Edmonton)
Robin Good (Central)
Paige McCann Sauter (South)

SERVICE PROVIDER PARTNERSHIP COMMITTEE (SPPC)

Andrea Hesse, ACDS CEO
Ann Marie LePan, ACDS Board Vice Chair
Janice Gerbrandt, ACDS Board Director
Lorelei Martin, ACDS Board Director
Pamela McGladdery, ACDS Board Chair
Ryan Geake, ACDS Board Past Chair

CONTRACT ADVISORY COMMITTEE

Lorelei Martin (Co-Chair), Drumheller and Region Transition Society
Dianne Kotkas, Lethbridge Family Services
Darrin Stubbs, Signature Support Services Society
Janice Gerbrandt, Rehoboth Christian Ministries

Todd Rich, Community Living Alternative Services

CONTINUOUS IMPROVEMENT SERVICE PROVIDER CONSULTATION COMMITTEE

Ann Marie LePan, Robin Hood Association
Dan Verstraete, Parkland CLASS
Diane Magill, Blue Heron Support Services Association

BLUEPRINT CDS ADVISORY COMMITTEE

Alex Stoye, MirkaCare Services
Brad Perkins, Excel Society
Charlotte McKay, Catholic Social Services
Darla Mohan, Quest Support
Dan Verstraete, Parkland CLASS
Dianne Koktas, Lethbridge Family Services
Donna Phillips, WJS Canada
Robin Good, Camrose Association for Community Living
Sauna Quintal, Lac La Biche Disability Services
Yvonne Martodam, Vecova Centre for Disability Services and Research

FOUNDATIONS IN COMMUNITY DISABILITY STUDIES ADVISORY COMMITTEE

Adam Heighes, Vantage Enterprises Ltd.
Corinne Thomas, Bow Valley College
Donna Jones, Bow Valley College
Erin Clark, Blue Heron Support Services Association
Kathy Dykstra, Robin Hood Association
Michelle Cole, Bow Valley College

COMMISSION ON ACCREDITATION

Dana Wild, Accredited Supports to the Community
Elaine Yost, Family/Guardian Representative
Janice Gerbrandt, Rehoboth Christian Ministries
Lisa Norris, Bow Valley College
Megan Wilcott, Monarch House
Verlie Weiss

ACCREDITATION TEAM LEADERS

Annette Bourque	Elaine K. Caskie
Cindy Kunz	Vivianne Widdifield
Lynn Graville	Adina McKinnon
Rita O'Connor	Diane Strain

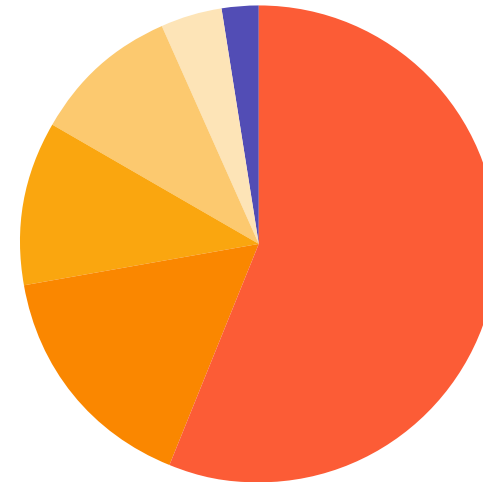
ACCREDITATION SURVEYORS

Adam Heighes	Marilyn Reeve (Dueck)
Adam Lampman	Marina Lynch
Ali Freng	Martin Ruty
Alison Yopyk	Matt Ashton
Almira Vujovic	Melanie Acres
Andrea Mayer	Michelle Juett
Billie Harty	Michelle Wolfe
Carrie Hamilton	Nicole Reimer
Chris Krusch	Norma Wisbling
Christine Hodgson	Opeoluwa Fletcher
Cindy Steenbergen	Renata Vasilj
Colette Wanchulak	Rene Plaizier
Debbie Hopaluk	Rita Delfing
Darlene Gmeinwieser	Romeo Concepcion
Dustin Hamilton	Samanth Campbell
Erin Thibault	Sandra Ebach
Francesca (Leah) Lien	Sarah Dille
Geoff Chapin	Serena King
Greg Lane	Shannon Macklin
Heather Richardson	Sheila Trew
Helen Brundige	Sheree Worthington
Helena Impett (Crawford)	Sheri Brown
Henriette Groeneveld	Kershewski
Jade Menin nee Naglis	Sherry Toomey
Jessie Robertson	Simon Okoya
Jordyn Pervaiz	Odongoro
Katelyn Corder	Sonja Polz
Kathlene Tweel	Stephanie Burma
Kathy Fleming	Tamara Armitage
Kendra Warwick	Tami Tolley
Kristi Kassian (McKort)	Tenzin Dolcar
Lesley Kupka	Tim Griffin
Linda Staszko	Wendy Ebach
Lisa Maggrah	Wendy Fuglsang
Loretta Fost	Whitney Dunham

Financials

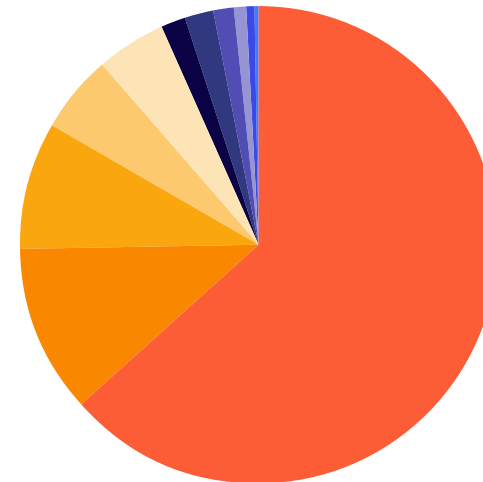
TOTAL REVENUES **\$2,062,669**

● Government Support	\$1,161,187
● Events, Sales and Training	\$330,222
● Membership Dues	\$229,454
● Sector Support (Government)	\$209,000
● Accreditation	\$85,714
● Other Revenue	\$47,092



TOTAL EXPENDITURES **\$1,964,136**

● Staffing	\$1,247,920
● Surveys	\$224,226
● Events, Sales, and Trainings	\$168,016
● Rent	\$105,704
● Administration	\$87,990
● Professional Fees	\$36,445
● Contract Service	\$35,514
● Travel	\$26,489
● Program Contracts and Consultation	\$16,727
● Program Development and Committees	\$14,222
● Blueprint CDS	\$883





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