



Annual Report 2024-2025



Message from Board Chair and CEO



Pam McGladdery
Board Chair



Andrea Hesse
CEO

We are pleased to present the ACDS 2024–25 Annual Report, highlighting our achievements and progress over the past fiscal year. With your continued support, we are proud of the impact we have made together in strengthening the Community Disability Services (CDS) sector.

From enhancing learning and connections between our members, to advancing major initiatives, our work has been informed and driven by our strong membership.

This year, in response to our members' needs, we expanded our training and development offerings. This included launching new programs such as Workplace Investigation Training and Instructor-led Advanced Skills in PBS. Recognizing the evolving landscape of sector leadership, with the retirement of longstanding sector leaders and welcoming new leaders to the sector, we created opportunities for leadership development and peer connection. In January 2025, we launched the Leadership Lounge — a monthly, online peer-support forum, which has consistently drawn over 60 sector leaders each session.

We were also pleased to host a sold out Impact 2024 conference. We know learning and connections are highly valued by the sector, and we remain committed to furthering these opportunities.

Our Accreditation team worked tirelessly through the year, completing 57 Creating Excellence Together surveys, and accrediting 54 organizations at CET Level 1 and Level 2. In March, we launched the revised 2025 CET Standards, which now include integrated Respite indicators for adults with developmental disabilities.

Through our robust research and advocacy capacity, we worked to help address both long-standing and

emerging issues impacting the sector. Over the course of ten months, we published: The Chronic Wage Issue Advocacy Brief; Annual ACDS Survey; Canada-Alberta Job Grant Advocacy Brief; and Sector Scanner 2024: Cascading Challenges, highlighting the sector's most pervasive challenges and emerging concerns.

We also made meaningful progress on two major sector-wide initiatives:

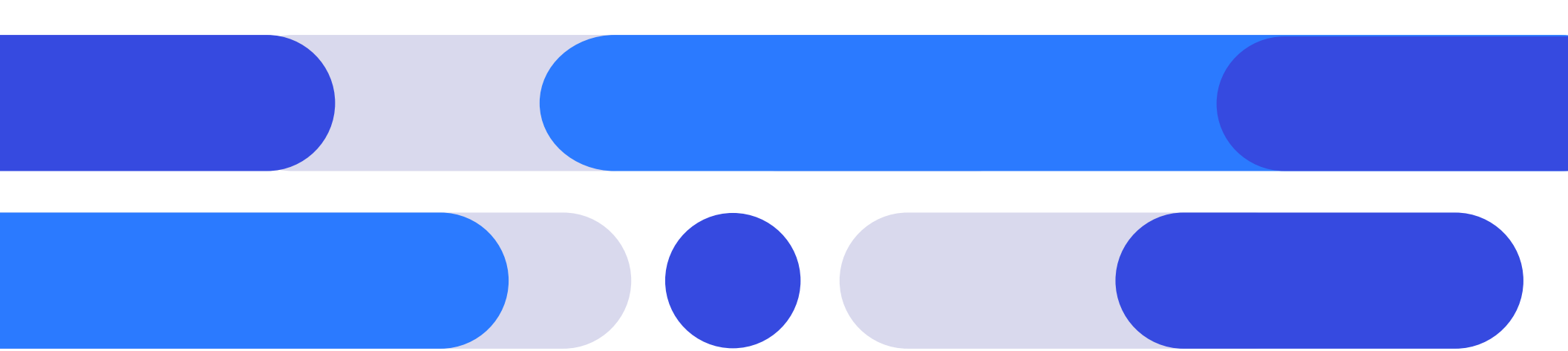
- **Housing Solutions:** with the support of our Housing Task Team, we are leading a project to develop sector-specific recommendations to address housing affordability.
- **Project Blueprint CDS:** in partnership with Advanced Education, we are moving further toward exploring the Industry Pathways Program to support workforce development.

These initiatives are only possible because of your engagement and support. From participation in research surveys to contributing on committees, your contributions are critical.


Finally, ACDS played a significant role serving on the Assisted Living Alberta Transition Committee by informing and making recommendations to strengthen supports for individuals with disabilities and address some key issues in the sector through integrated services and programs. We continue to support this work in an advisory capacity.

In April 2024, we implemented a significant update to our membership fee structure. Thank you for your overwhelming support of this change, which has helped us create a more equitable approach across all members and sustain the critical work we do.

Together, we've achieved much this past year — and we look forward to continuing this important work with you in the year ahead.



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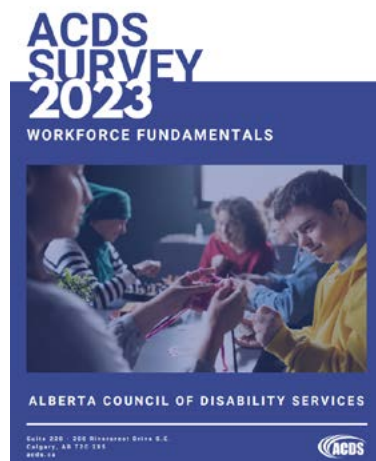


A Year in Highlights

APRIL 2024

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

Hosted the **2024 Leadership Event** on stewardship, governance and foresight to shape better futures for organizations and communities



MAY 2024

Hosted [Impact 2024](#): the ACDS annual conference

Shared [emergency preparedness recommendations and resources](#)

Promoted **Community Disability Services Professional Appreciation Week**

Launched [Mandt Training Without Physical Restraint](#)



JUNE 2024

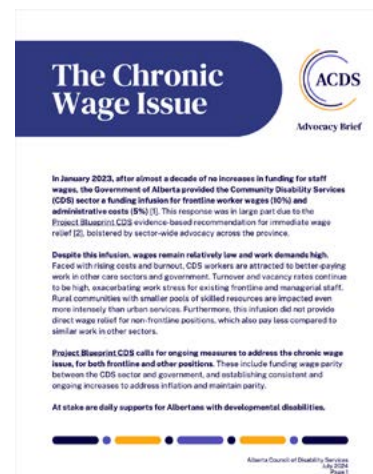
Hosted **Minister of Arts, Culture and Status of Women, Tanya Fir** at ACDS office

JULY & AUGUST 2024

Presented [About Project Blueprint CDS: Webinars for Frontline Professionals and Mid-Managers](#)

Released [The Chronic Wage Issue, Advocacy Brief](#)

Invited to participate on the Steering Committee for the **Alberta Nonprofit Workforce Feasibility Study**, led by Calgary Chamber of Voluntary Organizations (now the Nonprofit Chamber)



SEPTEMBER 2024

Prepared and **shared tools and resources**, including an [Advocacy Brief](#), to support advocacy on the Canada-Alberta Job Grant suspension

Launched [Workplace Investigation Training for Community Disability Services \(CDS\) Professionals](#)

Participated in Imagine Canada's nationwide delegation for the [Nonprofit Day on the Hill](#) on Sept 26th, as the only organization representing the disability sector



A YEAR IN HIGHLIGHTS CONT.

OCTOBER 2024

Hosted [Making Sense of Your PDD Contract webinar](#) for sector leaders

Held [Impact+ 2024 webinar series](#)

Contributed to [Imagine Canada](#)'s list of topics to present to federal political parties as they prepared their election platforms

Attended the **CSAE conference**, bringing home valuable learnings and insights to enhance our impact as a membership association



NOVEMBER 2024

Supported Alberta Advanced Education's consultations to determine the fit of the [Industry Pathways Program](#) for CDS sector workforce development

Monitored potential impacts on disability services as **fall legislative session** got underway, following the UCP party convention and leadership review

DECEMBER 2024

Completed **72 CET accreditation surveys** since the start of the annual year

Kicked off **Impact 2025** with a call for proposal for presenters, exhibitors and sponsors

JANUARY 2025

Met with Hon. Jason Nixon, Minister of Assisted Living and Social Services to discuss **workforce issues**, and advocate for additional compensation funding

Invited by Minister Nixon to participate on the **Assisted Living Alberta Transition Committee** and contribute perspectives from community disability services

Launched [Leadership Lounge](#), a monthly virtual meeting of sector leaders to share experiences on topical operational issues

Released [Sector Scanner 2024: Cascading Challenges](#), highlighting the sector's most pervasive challenges and emerging concerns

Initiated a project to develop a framework and recommendations to address the **housing affordability** crisis in the sector, and engaged KPMG for consultancy support

Submitted a proposal, upon invitation from the Ministry of Advanced Education, to formally explore workforce development under the **Industry Pathways Program**



FEBRUARY 2025

Coordinated a **CET Standards Review Committee** to discuss revisions to CET standards

Deployed a **survey** to help develop sector-specific solutions for **affordable inclusive housing**

Produced a **summary of highlights from provincial budget** related to the CDS sector

MARCH 2025

Launched [CET Standards 2025](#)

Met with **self-advocates** to understand their lived experience and perspectives on housing affordability

Participated in **workshops with the ACDS Housing Task Team** to develop an inclusive housing framework and recommendations

Finalized our work and **recommendations** as a member of the **Assisted Living Alberta Transition Committee**

A Year in Images



Impact 2024,
May 2024



Party Night at Impact 2024,
May 2024



Chrysalis' Dream Big 2024
Annual Gala Fundraiser, June 2024



Minister Tanya Fir
visits the ACDS office,
June 2024



Calgary Stampede events,
July 2024



A YEAR IN PHOTOS CONT.



Nonprofit Day on the Hill,
Ottawa, September 2024



CET Level 2 presentations to
Rehoboth (June 2024) and
Vecova (September 2024)



ACDS Surveyor training,
October 2024 and January 2025



CSAE 2024, October 2024

A Year In Numbers: An Engaged Sector



PROJECT BLUEPRINT CDS

358 CDS sector staff from 55 organizations across Alberta participated in 3 in-person presentations and 4 webinars to frontline staff

SECTOR LEADERSHIP

60+ leaders attended each monthly Leadership Lounge

52 leaders attended the Leadership Event 2024

SECTOR CONTRIBUTIONS

71 organizations contributed data to the Sector Scanner 2024

61 organizations provided detailed demographics for the ACDS Survey 2024

A YEAR IN NUMBERS: AN ENGAGED SECTOR CONT.

IMPACT CONFERENCE

450 attendees

32 presentations

54 speakers

18 exhibitors



ONLINE REACH



112 e-updates sent to over 130 sector leaders



152,374 page views of the ACDS website



1,699 Facebook followers



1,275 X followers



892 LinkedIn followers

A Year In Numbers: A Strong Sector

TRAINING

109 organizations participated in one or more ACDS training programs

501 learners registered for core training programs

234 learners registered for the 5 Impact+ webinar sessions

22 instructor-led virtual training sessions were offered on core training programs

50 learners participated in two Workplace Investigation virtual training sessions

ACCREDITATION

57 Creating Excellence Together surveys completed

54 organizations accredited at CET Level 1 (41) and Level 2 (13)

47 organizations awarded the Complex Support Needs Designation

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

4 organizations awarded New Services Accreditation

A Year In Words

ON STRENGTHENING THE SECTOR

“My staff spoke about the great support you have provided them as they prepared for the CET survey. This was the first accreditation review they have been responsible for; you have been instrumental in their understanding and development of the survey process. Thank you so much for your support. You have made a lasting impact and helped immensely.”

— Blayne Blackburn, President & CEO, Chrysalis

A YEAR IN WORDS CONT.

ON STRENGTHENING THE SECTOR

“I have had many staff talk about the Impact+ webinars this week and how ACDS has really hit the mark. Many of our staff are not able to attend the annual conference and this is an excellent way for them to go to some of the sessions I have been talking about. They are inspired by a couple of really good sessions. Thank You!”

— Lorelei Martin, Executive Director, Drumheller and Region Transition Society (D.A.R.T.S)

ON CONNECTING THE SECTOR

“Thank you so much for joining us in Ottawa on September 26, 2024, for this year’s Hill Day. ... Your participation in the conversation was invaluable. Your insights and perspectives help us shape our collective advocacy efforts moving forward. ”

— Jodene Baker, VP of Research, Advocacy and External Relations, Imagine Canada

ON CONNECTING THE SECTOR

“The conference certainly lived up to its name! What an impact it had on my entire team. Thank you and congratulations to the entire conference planning team.”

— Impact 2024 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 Comprehensive Support
 Services (CCSS)
 Calgary Progressive Lifestyles
 Foundation
 Calgary SCOPE Society
 Calgary Society for Persons with
 Disabilities
 Calgary Society of Community
 Opportunities, The
 Columbia College
 Community Living Alternative Services
 Connections For Families Society
 Developmental Disabilities Resource
 Centre of Calgary (DDRC)
 Foothills Advocacy in Motion Society
 L'Arche Association of Calgary
 Loving Hands Partners in Care
 National accessArts Centre
 New Age Services Inc.
 Optional Rehabilitation Services Inc.
 Prospect Human Services Society
 Resicare Society of Calgary
 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
 Chrysalis: An Alberta Society for
 Citizens with Disabilities
 CommunityAim - Empowering Citizens
 with Disabilities Society
 Connect Society
 Crossroads Family Services
 Edmonton Integrated Services Ltd.
 Elves Special Needs Society
 EmployAbilities Society of Alberta
 Entrust Adult Inc.
 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 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
 Skills Society
 Society for Selections and Career
 Support Services, The
 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
 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
 Focus Society for Support Services
 Horizons Training Centre Society
 Lacombe Action Group for the
 Handicapped
 McMan Youth, Family and Community
 Services Association - Central
 Olds Association for Community Living
 Padnoma Support Services Inc.
 Parkland C.L.A.S.S.
 Providing Residential Options and
 Services (PROS)
 Regional Living Skills
 Rocky Support Services Society
 STEPS Society of Red Deer
 The SS I*C*E*
 Wainwright Association for Community
 Living
 Westward Goals Support Services Inc.
 Wetaskiwin and 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
 Peak Vocational and Support Services
 Quest Support Services Inc.
 REDI Enterprises Society
 SASH Disability Support Services
 Southern Alberta Community Living
 Association
 Taber Special Needs Society
 Wheat Country Special Needs Society

NORTHEAST

Blue Heron Support Services
 Association
 Blue Heron Vocational Training Centre
 (1987)
 Dove Centre
 Lac La Biche Disability Services
 Life Empowerment Inc.
 Salvation Army START Program, The
 St. Paul Abilities Network
 VALID Association
 Westlock Independence Network

NORTHWEST

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

ASSOCIATE MEMBER

Arete Services Inc.
 Between Friends
 Canadian Citizens of Heaven Intl.
 Worship Centre
 CarePros
 Gateway Association for Community
 Living
 Integrated Post Secondary Education
 Society of Alberta, The
 Plumbing Eagle Lodge
 Rabboni Support Services Inc.

Sapphire Care Ltd.
 Southern Alberta Individualized
 Planning Association
 Swift Homecare Services
 Your Way Support

Bachman, Taylor
 Caballero, Anna
 Engel, Amber
 Eteng, Kike
 Faulk, Ann
 Greig, Bob
 Manery, Sue
 Miller, Lori
 Morrison, Samantha
 Nwatarali, Christian
 O'Connor, Rita
 Sing, Hans Raj
 Verosil, Glenn
 Viczko, Wendy

AFFILIATE MEMBER

BFL Risk and Insurance Services Inc.
 Centerpoint Facilitation
 MTG Healthcare Academy
 Special Olympics
 Therap Documentation Canada ULC

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
- 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
- Donna Phillips**, Secretary

- Dan Verstraete**
- Darrin Stubbs**
- Dianne Kotkas**
- Diane Magill**
- 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, including:

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 C.L.A.S.S.
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 (CHAIRS OF REGIONAL SERVICE PROVIDER COUNCILS)

Darrin Stubbs (Northwest)
Michelle Juett (Calgary)
Diane Magill (Northeast)
Janice Gerbrandt (Edmonton)
Robin Good (Central)
Darla Mohan (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

Craig Wood, REDI Enterprises Society
Darrin Stubbs, Signature Support Services Society
Janice Gerbrandt, Rehoboth Christian Ministries
Lorelei Martin (Co-Chair), Drumheller and Region Transition Society
Todd Rich, Community Living Alternative Services

BLUEPRINT CDS ADVISORY COMMITTEE

Alex Stoye, MirkaCare Services
Brad Perkins, Excel Society
Charlotte McKay, Catholic Social Services
Dan Verstraete, Parkland C.L.A.S.S.
Darla Mohan, Quest Support
Dianne Koktas, Lethbridge Family Services
Donna Phillips, WJS Canada
Robin Good, Camrose Association for Community Living
Shauna Quintal, Lac La Biche Disability Services

ACDS HOUSING TASK TEAM

Ann Marie LePan, Robin Hood Association
Ben King, Robin Hood Association
Ben Weinlick, Skills Society
Darla Mohan, Quest Support Services Inc.
Donna Phillips, WJS Canada
Emily Ruttan, Winnifred Stewart Association
Janice Gerbrandt, Rehoboth Christian Ministries
Keith Geddes, Vecova Centre for Disability Services and Research
Kelly Holmes-Binns, Vecova Centre for Disability Services and Research
Pam McGladdery, Universal Rehabilitation Service Agency
Ryan Geake, Calgary SCOPE Society

COMMISSION ON ACCREDITATION

Angela Wilm, Norquest College
Dana Wild, Accredited Supports to the Community
Diane Magill, Blue Heron Support Services Association
Elaine Yost, Family/Guardian Representative
Helen Cowie, Developmental Disabilities Resource Centre
Jane Rotnem
Janice Gerbrandt, Rehoboth Christian Ministries
Lisa Norris, Bow Valley College
Megan Wilcott, Monarch House
Michelle Cole, Bow Valley College

CET 2025 STANDARDS REVIEW COMMITTEE

Adam Heighes, Vantage Enterprises Ltd.
Dana Wild, Accredited Supports to the Community
Jade Menin, Wheat Country Special Needs Society
Janice Gerbrandt, Rehoboth Christian Ministries
Linda Staszko, Robin Hood Association
Sean Yost, Optional Services Rehabilitation Inc.
Sheila Trew, Developmental Disabilities Resource Centre
Tamara Armitage, Wetaskiwin & District Association for Community Services

ACCREDITATION TEAM LEADERS

| | |
|-----------------|---------------------|
| Annette Bourque | Lynn Graville |
| Adina McKinnon | Rita O'Connor |
| Cindy Kunz | Vivianne Widdifield |
| Diane Strain | |

ACCREDITATION SURVEYORS

| | |
|----------------------|-------------------|
| Adam Heighes | Lesley Kupka |
| Adam Lampman | Loretta Fost |
| Almira Vujovic | Marina Lynch |
| Billie Harty | Martin Rutty |
| Debbie Hopeluk | Melanie Acres |
| Erin Thibault | Michelle Juett |
| Erwin Bodoso | Norma Wisbling |
| Francesca Lien | Olawale Aiyegbusi |
| Geoff Chapin | Renata Vasilj |
| Heather Richardson | Romeo Concepcion |
| Helen Brundige | Samanth Campbell |
| Helena Impett | Sarah Dille |
| Henriette Groeneveld | Shannon Macklin |
| Jade Menin | Shelley Penniford |
| Jessie Johnson | Tamara Armitage |
| Jordyn Pervaiz | Tami Tolley |
| Jose Luis Ulloa | Wendy Ebach |
| Kathlene Tweel | Wendy Fuglsang |
| Kelly Hallowell | Whitney Dunham |
| Kendra Warwick | |
| Kristi Kassian | |

Financials

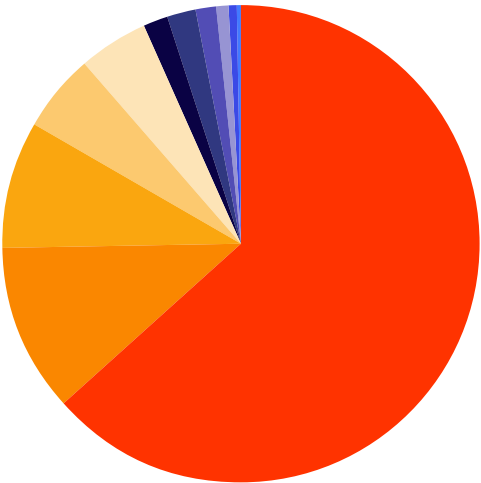
TOTAL REVENUES **\$2,325,811**

| | |
|-------------------------------|-------------|
| ● Government Support | \$1,093,750 |
| ● Membership Dues | \$375,607 |
| ● Events, Sales and Training | \$361,459 |
| ● Accreditation | \$245,052 |
| ● Sector Support (Government) | \$209,000 |
| ● Other Revenue | \$40,943 |



TOTAL EXPENDITURES **\$2,160,103**

| | |
|--------------------------------------|-------------|
| ● Staffing | \$1,313,788 |
| ● Surveys | \$302,067 |
| ● Events, Sales, and Trainings | \$235,040 |
| ● Rent | \$99,766 |
| ● Administration | \$98,958 |
| ● Professional Fees | \$43,354 |
| ● Travel | \$26,098 |
| ● Program Development and Committees | \$22,670 |
| ● Program Contracts & Consultation | \$8,503 |
| ● Contract Service | \$8,104 |
| ● Special Initiatives | \$1,755 |





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