



We cannot accomplish all
that we need to do without
working together.

- Bill Richardson



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The Developmental Disabilities Resource Centre (DDRC) of Calgary is a non-profit, registered, charitable organization dedicated to facilitating the inclusion of people with developmental disabilities in the community in real and meaningful ways.



CEO Helen takes a break from paperwork.

Operating under the direction of a volunteer Board of Directors, the DDRC's activities are funded through government contracts, fee-for-service programs, fundraising events, corporate partnerships, and individual donations.

Our business number is 10683 0060 RR0001.

Our Mission

The DDRC promotes awareness and supports communities to include persons with developmental disabilities, thereby strengthening communities for all citizens.

Our Vision

Everyone Belongs.

Our Values and Principles

- We value diversity;
- We believe individuals have a right to explore and fulfill their potentials;
- We recognize the need for accountability and responsibility; and
- We foster an environment of respect, acceptance, accessibility, and interdependence.





“Everyone Belongs” is not only the DDRC’s vision, it is also our social brand, launched in 2003.

everyone belongs™ is guided by:

- A fundamental belief in the importance of **human connection**.
- A passionate sense of **possibility**.
- A deep commitment to **community**.
- A positive spirit of **championship**.
- An authentic voice of **inclusion**.



ILP Marilyn cheers on Team DDRC at the Calgary Marathon.

everyone belongs™ promotes the inclusion and contribution of all people, regardless of disability, ethnocultural background, age, sexual orientation, or socioeconomic class, in the ordinary stuff of life: going to school, working, volunteering, making friends, and having a place to call home.

We believe communities that welcome all citizens are better communities—stronger, healthier, and more vibrant.

We are excited to announce that in 2015, we began the process of trademarking our *everyone belongs™* logo. We proudly celebrated our social brand’s twelfth anniversary in 2015, and our commitment to building inclusive communities continues to grow each year.



Shoppers can purchase *everyone belongs™* apparel and gifts at our e-store. All profits support DDRC programs and services.

www.cafepress.ca/everyonebelongs

Client Voice Committee

The Client Voice Committee's objectives are to represent the views of adults with developmental disabilities as they relate to decisions that will have an impact on their lives and on agency direction, and to ensure that DDRC decisions and processes follow the standard of "nothing about us without us."

The committee conducts annual reviews of: the DDRC's mission and values; strategic plans for programs and senior management; Client Rights Statement; Client Handbook; Client Satisfaction Surveys; promotional materials including *everyone belongs™*; intake and application documents for service packages; concerns, grievances and appeal processes; appropriate vocabulary related to persons receiving service from DDRC; the Client Safety Plan; and plain language documents. Pictured below are some of our committee members at popular DDRC events.



Our Leadership



2015 - 2016 Committee Members

Chair: David Johnstone

David keeps busy around the DDRC serving as both the chair of the Client Voice Committee, and the president of the *everyone belongs™* Toastmasters club. He joined the committee in 2012, as he wanted to gain experience with the Board of Directors and find ways for the DDRC to improve.



Member: Michelle Connick

Michelle became involved with the Client Voice Committee in 2015, and is committed to ensuring the views of individuals with developmental disabilities are heard. She enjoys volunteering in her community, and has held volunteer positions at the Bonavista Baptist Church and Petland.

Member: Ryan Denhoff

Ryan joined the Client Voice Committee in 2015, and hopes to continue on as a member next year. Ryan volunteers at the Calgary Military Museums, and has impressed his colleagues with his dedication and work ethic.



Member: Shaneef Jiwani

Shaneef has been a member of the Client Voice Committee since 2015. He joined to help give a voice to those who may not be able to speak for themselves, and is proud of his role as an advocate for others. Shaneef is a student at Bow Valley College and is studying Business Administration.

Member: Lisa King

Lisa feels that it is important to let other people know about respecting the rights of others, and the responsibilities that come with rights. She is also an active member of the *everyone belongs™* Toastmasters club.



Member: Katherine Swaffield

Katherine is a hard-working, driven individual who always takes the time to listen to and empathize with those around her. She is a student in the Inclusive Education program at Bow Valley College, and plans to further her education by enrolling in Disability Studies.

Greetings from the Board and CEO

Being part of one's community is important; it helps to build strong social bonds and provides a shared sense that everyone belongs. Here at the DDRC, we take pride in knowing that the support provided to the individuals we serve helps them to be fully participating members of their own communities.

People with developmental disabilities may encounter difficulties establishing friendships, and may feel lonely and isolated. I am sure that most of us have felt lonely at some time, and a positive, friendly environment can make all the difference to how we feel.

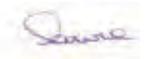
Each day, clients enrolled in our programs contribute to the vibrancy and substance of their local community. The participation happens in many small, but meaningful ways. Whether it is going to the local coffee shop and having the server greet them by name, or taking part in the Scotiabank Calgary Marathon with thousands of other runners, our clients are welcomed and included.

In our annual report, you will see many people with disabilities contributing and participating in community life through volunteering, working, or being good neighbours. You will also see how the contributions of our employees, contractors, and subcontractors helped to make this community inclusion happen.

Thank you to the many community members that foster a positive and supportive environment, which makes our communities places where all can share and be appreciated. Calgary truly is place where we come together, and community is valued.



Prentice Dent
President, Board of Directors



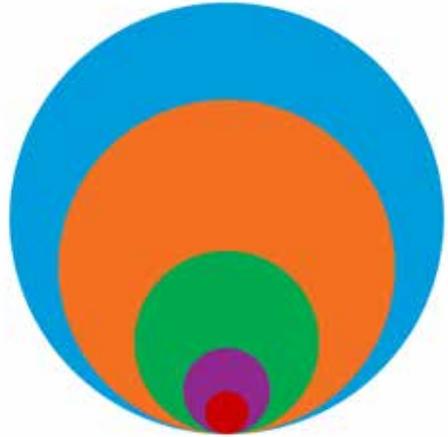
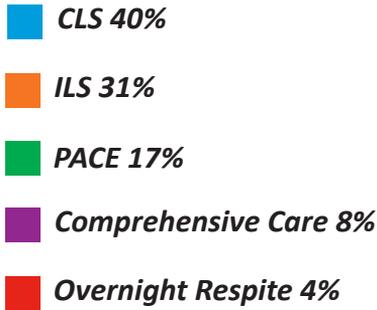
Helen Cowie
Chief Executive Officer

2015 - 2016 Board of Directors

President/ Chair:	Prentice Dent	Director:	Patrick Straw
Vice President:	Kevin Haughton	Director:	Kyle Gould
Treasurer:	Shawna Taylor	Director:	Scott Bailey
Secretary:	Sandy Hermann	Director:	Tom Shindruk
Director:	Alan Johnson	CEO:	Helen Cowie

DDRC Programs

Over the past year, 269 unique clients accessed services at the DDRC, many of whom were supported in more than one program.



Career and Leisure Services (CLS)

These four teams are based in different areas of Calgary in order to provide clients with services in the communities where they live and work. Community Resource Workers (CRWs) support clients as they go about the business of daily life: working, participating in clubs, volunteering, and making friends.

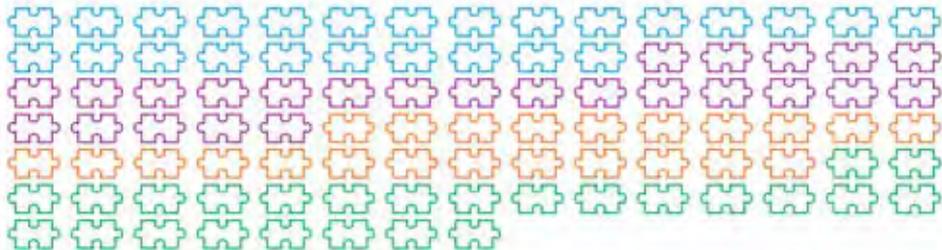
Clients per CLS Team

South 34

Central 33

North West 31

North East 33



Participation in Academic and Career Exploration (PACE)

PACE is a part-time transitional program for young adults between the ages of 18 and 25. Clients receive personalized guidance to establish and achieve goals in the areas of academics and career exploration.

Home Based Services

Integrated Living Services (ILS)

In 2015, we combined the Integrated Living Services (ILS), Overnight Respite, Comprehensive Care, Community Respite, and Home Care programs to form Home Based Services. This change helped increase organizational efficiencies, thereby allowing us to continue providing the highest quality support for our clients.



ILS is a program that supports adults to live in the communities they choose, by themselves or with roommates. Clients receive support to build relationships with neighbours and other community members.

Overnight Respite

This program provides out-of-home overnight respite for adults on a temporary basis.

Comprehensive Care

Comprehensive Care provides respite services for children and adults with disabilities, and also offers fee-for-service assistance to all members of the community.



Community Respite

The primary purpose of this service is to provide relief for a client's family while offering a positive and rewarding experience to the client. This can involve outings, homework, after school activities, or other such events.

Home Care

Qualified Personal Care Aides provide personal care, companionship, and related assistance to seniors or individuals recovering from illness or injury, or who have a chronic condition. This service may be provided in the client's own home or in a care facility. Services are available 24 hours per day, 365 days per year, and are tailored to meet the unique needs of each client. Revenues generated from the home care services support DDRC programs.

PDD funded services accessed by DDRC clients



Resource Team

Client Services Coordinators

Every DDRC client is assigned a Client Services Coordinator. Client support networks have one access point to the DDRC through their Client Services Coordinator, who manages all the administrative processes that support a client's service.

Positive Behaviour Support

The Positive Behaviour Supports (PBS) program assists clients working through challenging situations or behaviours. The PBS Specialist is responsible for the development, monitoring, and evaluation of behavioural support plans in collaboration with clients and guardians. The PBS Specialist also provides training and acts as a resource for DDRC employees.



Artwork in a DDRC meeting room.

Quality Assurance

This department creates accurate and timely reports on agency outcome measures based on logic models and effective data collection, as well as improvement recommendations based on results. The Quality Assurance and Improvement Analyst researches “best practices,” Quality of Life (QOL) standards, and tools to support consistent strategies and outcome measures.

Training and Development

The Training and Development Coordinator oversees and delivers training encompassing all aspects of DDRC service. This individual also promotes the DDRC as a resource centre for other organizations and the community.

Stepping Stones Triple P – Positive Parenting Program

Our Triple P Practitioner meets with families one-on-one to equip parents with strategies to manage difficult behaviours in children, and to prevent problems from occurring in the future. The Stepping Stones program is tailored specifically to parents of children under the age of 13 who have a developmental disability. *For more information, visit www.triplep.net.*



Morgan Gehring

If all the world's a stage, then Morgan Gehring is one of its stars. The 21-year-old PACE client may seem shy and quiet when you first meet her, but you soon learn just how outgoing she really is.

Since coming to the DDRC in 2014, Gehring has dabbled in a number of creative endeavours ranging from acting to song writing.

Gehring became interested in acting after participating in an introductory improvisation workshop at the DDRC through Inside Out Theatre. She hopes to sign up for a series of workshops through the theatre company in the near future so that she can improve her acting skills. According to Community Resource Worker Kimberley Taylor, "Morgan loves to sing, dance, act and perform. Basically, anything involving a stage!"



"I really like to write songs," Gehring said. "I want to write songs for my friends."

The proudest moment of the past year for Gehring was when she found out she had been chosen from more than 1,300 applicants to join a team of 300 volunteers at the 2016 Juno Awards. Taylor said she knew the role would be perfect for Gehring as soon as she heard about it, especially since she enjoys song writing. The chance to hear what inspired these world-famous singers was simply too great an opportunity to pass up.

"It was an experience of a lifetime," Gehring shared. "I was welcoming the guests and celebrities as they entered the Gala reception and ceremony. After I finished volunteering, I got to watch the ceremony from backstage."

Community Resource Worker Maranda Archibald said she has noticed a marked improvement in Gehring's confidence, especially when it comes to her communication skills.

"She's been able to express herself in a way more effective way. She's expressing her emotions more, and speaking about herself as a self-advocate," Archibald explained. "There's a difference with her speech as well; that's something she's been working on."

Archibald believes this is a huge step for Gehring, and is optimistic about the positive effect that it will have on her in the future.

"Even with just simple things like ordering a coffee at Starbucks," she said. "She can speak for herself. Whether it helps open new opportunities for work for her, or helps her pursue her passions – like singing – I think it's going to positively impact all areas of her life."

Next up for Gehring is the opportunity to volunteer as a model in an upcoming fashion show. Independent Living Resource Centre Calgary will host the fashion show, which will feature accessible clothing designs for people with disabilities.

Ryan Denhoff

With a long family history of military service, 23-year-old North West Team client Ryan Denhoff has found his niche volunteering at the Military Museums.

“My dad’s mom and dad were both in the military. I have a military family, so to carry on the legacy in the military, I am volunteering [at the Military Museums].”

To say that Denhoff knows a thing or two about the Canadian military would be an understatement. While touring around the museum, Denhoff stopped at a display showing a medic working to save a wounded soldier at a field hospital. He explained the role and importance of a combat medic.

“You can tell who the medics are because they have a red cross [on their sleeve]. You can see that the soldier is getting help with breathing from the oxygen mask. If you want to be a medic in the military, you have to do all sorts of training so you can know about the body and the equipment they use.”

Denhoff said he feels honoured to keep the stories and memories of members of the armed forces alive, and can see himself working at the Military Museums in the future.

“I feel proud of it,” Denhoff shared. “I feel proud that my family was in the military, and I want to keep the legacy going by volunteering here.”

Community Resource Worker Jessica Boulter recently went with Denhoff to a volunteer appreciation event, and said it was clear how well he fits in with other volunteers and staff at the museum.

“Everyone is very appreciative of him there,” Boulter said. “He knew a lot of people there, and they came up and chatted with him. It was really nice to see him connect with everyone.”

The biggest change Boulter has seen in him in the past year is his growing eagerness to experience new things, when he once was reluctant.

“He’s willing to try things and explore more,” she said. “He’s at a point where he’ll try anything once before judging it. It’s really been incredible.”



She added that Denhoff loves getting involved in activities in his community. One of the activities he enjoys is working out at the Vivo recreation centre. Boulter explained that he has set a routine up for himself, and is doing very well with it.

“I like to go on the treadmill and build my endurance,” Denhoff said.

“I want to be in good shape when I’m older. There’s no such thing as getting old. Age is nothing but a number.”

Human Resources

Employee retention is key to ensuring quality service is delivered to our clients. We are proud to report that we have seen our staff attrition rate decline from 34% down to 12%. Our employee engagement initiatives and in-depth training program are two contributing factors to this significant improvement.

Employee Engagement

Over the past year, we have taken a more strategic approach with our recruitment processes. We have increased our recruitment initiatives at post-secondary institutions with a goal of attracting recent graduates to the Agency. We have also engaged in community outreach opportunities with our Home Based Services team by placing career advertisements in community newsletters, with a focus on underserved areas. This promotes engagement even before a candidate is hired.

Our employee engagement program, My Work Matters, continues to be a strong source of motivation and recognition for staff members. Through initiatives such as our comprehensive benefits program, “Thanks a Million” employee recognition program, and employee social committee, the DDRC is able to foster a culture of respect and belonging. One recent initiative was Agency-wide team building activities, which provided the opportunity for our staff to get to know each other better, and to thank them for their hard work and dedication throughout the past year.

We have worked to ensure our employees have quick and effective access to their benefits by providing educational materials to them. This includes information on how to register for Sun Life benefits, use the mobile app, and submit claims from a mobile device. In addition, information about our Employee and Family Assistance Program (EFAP) has been added to employee contracts and agreements so that they can access this benefit from the moment they start working for the DDRC.



We are committed to being a living wage leader in Calgary, and we strive to provide equitable compensation for all staff members. During the past year, we have completed updates to our compensation model levels based on results from annual performance reviews.

Learning and Leadership Centre

Client Training and Development

We are continuing to offer the following core workshops to clients and Community Resource Workers (CRWs): Client Rights and Responsibilities, Self Advocacy, Understanding Abuse, and Healthy Living.



In addition to our core workshops, there is a strong emphasis on offering sessions that meet the needs of our clients and the agency. Examples include:

- Understanding Emotions, a workshop on anger management strategies; and
- Voter Literacy, a workshop offered in preparation for the 2015 elections.



Client Leonka and CRW Samantha practice greeting each other with ASL.

An American Sign Language (ASL) Club was established at the DDRC, covering basics such as numbers, the alphabet, and signs for engaging in everyday conversations. The club was introduced to create a sense of community, and its goals are to improve quality of life and increase inclusion for our clients. The club has been enthusiastically embraced by both CRWs and clients. Members are now comfortable with basic signing, and many clients are better able to express themselves.

The *everyone belongs™* Toastmasters club hosted the District 42 speech competition at the DDRC on March 24, 2016. This event helped our club develop a greater presence within Toastmasters International.

We are consistently revising the *everyone belongs™* Toastmasters program to ensure that it meets the varying needs of our clients. Adaptations include:

- A modified version of the International Competent Communicator Manual that has greatly impressed visiting Toastmasters directors; and
- Table Topic Jenga, which allows members to pick a block from the tower and use the question printed on it to start a conversation.



Client Shirley delivers a speech in Toastmasters.

"The everyone belongs™ club has taken the ethos of Toastmasters and offers something more than words can describe to this wonderful group of people."

- Dennis Falconer, Toastmasters Area Governor, on the everyone belongs™ club.

Employee Training and Development

The DDRC is committed to ensuring our employees are set up for success from day one. All new staff members participate in a comprehensive training program that equips them with the tools and processes necessary for their role, and prepares them for potential scenarios they may encounter while on the job. Members of our management team and employees with an interest in leadership have the opportunity to attend leadership training once a month.



DDRC employees listen during a workshop.

Over the past five years, we have added nine new courses to our training program, and we recently introduced an advanced Positive Behaviour Supports workshop. We also offer more flexible training options in order to promote a healthy work-life balance. Two courses may now be completed online at a time and place that is convenient for our staff.

We continue to invest in new training and development opportunities. Several employees attended a session on critical thinking, and a group of Community Resource Workers participated in a skill-building workshop that provided them with useful tools and strategies to help integrate literacy and essential skill learning into the lives of the clients we support. A number of employees attended a three-day basic facilitation course that provided different tools and techniques to better engage participants in our training sessions, and to present material more effectively.

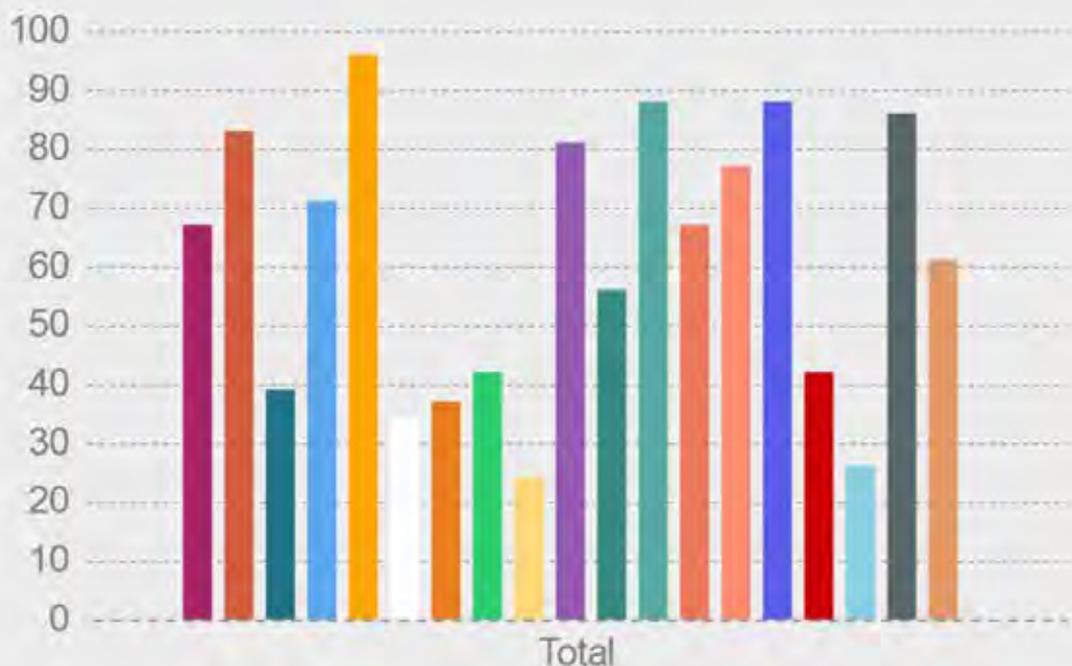
We are pleased to announce that the DDRC was awarded a Canada Job Grant. As a result, we were able to offer foundations training for 41 CRWs. We also formed some very successful community partnerships this past year, and worked closely with them to offer relevant presentations for our clients and staff. The workshops covered topics such as: sexuality; creating safe environments for LGBT clients and staff; boundaries and consent; and financial literacy.

This past year, several employees have taken part in training sessions on the topic of how to distinguish between culture and discrimination. Staff members also attended a workshop that discussed how to increase intercultural awareness at the Agency. We highly value diversity at the DDRC, and are dedicated to offering the best support possible for our clients and staff with diverse backgrounds.



A client helps demonstrate the safety gear used by the Calgary Fire Department in a workshop.

Training and Development



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Building Inclusive Communities

The DDRC strives to build inclusive communities where everyone belongs. We celebrated some great successes this year, and saw increased community inclusion and participation. Here are some highlights:

- The DDRC was selected as a featured charity for the 2015 Scotiabank Calgary Marathon. A number of clients joined Team DDRC to help spread the word about inclusion. A PACE client also starred in a “Marathon Minute,” a promotional video produced by CityTV.
- Inside Out Theatre offered an introduction to acting basics like movement and improvisation in a series of workshops which helped increase confidence and communication skills for clients.
- We were involved in the design, construction, and opening of the Rutland Park Community Garden. A number of clients tended to a plot at the garden, and developed friendly relationships with other gardeners in the community.
- We celebrated our 35th year of partnership with the Vipond Earl Grey Golf Tournament. Since 1981, the generosity of this partnership has resulted in more than \$2 million raised in support of our programs and services.
- Our *everyone belongs™* Toastmasters Club provided an ideal way to build self-esteem and confidence, while developing speaking and leadership skills. Members also practiced basic conversation skills that are essential for successful social inclusion.
- The DDRC is proud to be a member of the Calgary Employment First Network (CEFN), a collective of local organizations serving as community partners to local employers to assist with inclusive hiring practices and provide education on the benefits of a diverse workplace.



CityTV films our “Marathon Minute.”



Healthy plants growing at the Rutland Park Community Garden.



Human Services Minister Irfan Sabir speaks during the CEFN's Disability Employment Awareness Month.

Communications and Community Development

It has been an exciting and fun-filled year at the DDRC! We served delicious pancakes to nearly 750 clients, employees, contractors, subcontractors, community members, and local politicians at our annual Stampede Breakfast. The 20th anniversary of the Inclusion Awards gala was held in September with approximately 400 guests in attendance. Attendees were thrilled at the chance to dress up in 1920s garb, and some called it the best DDRC event they have been to. We also welcomed close to 250 guests at our Winter Wonderland-themed Holiday Open House.

We are proud to have produced a number of resources for our clients to help promote their inclusion in the community. Among these are: a comprehensive manual for résumé writing; a series of plain language guides for staying safe on social media; “In Case of Emergency” cards, which can help non-verbal individuals during a medical emergency; and initiatives to increase client engagement during both the provincial and federal elections. This last point included running a simulated polling station, and creating workbooks to educate clients about the election process.



Clients, staff, and guests enjoy themselves at various DDRC events.

To further our commitment to inclusive communication, our team conducted a comprehensive audit of both our digital and print materials to ensure our publications are accessible to the largest audience possible. Based on the results of our audit, we made the decision to redesign Connection, our semi-annual magazine, with the principles of readability in mind. This also marks the first year that a text-only version of our Annual Report is available on our website.

We are dedicated to educating Calgarians about the importance of community inclusion, and are pleased to announce the launch of www.everyonebelongs.ca, our new *everyone belongs™* website. This website features information on the history of the campaign, and hosts our e-newsletter blog. Every six weeks, our team provides exciting updates about what is going on at the Agency, and the great successes of our clients.

Information Technology

In the past year, the Information Technology team began converting our servers to virtual servers, which will reduce costs related to hardware for the Agency in the future. Special thought was given to both redundancy and disaster recovery strategies in the event of a catastrophic failure. In addition, numerous improvements were made to our servers, including upgrades to Windows Server 2012, the installation of two new servers to support our Finance team, improvements to our email server, and updates to our network hardware to ensure fast response time even during peak usage hours.

Client data has been migrated into our new case management system, ShareVision, and made live. The Client Services Coordinators team has been trained to use and maintain this data as information changes. ShareVision features a three-tiered goal tracking function, which provides an automated input system based on defined choices. This will also support the ability to produce statistics and metrics used in reporting that aligns with CET requirements.

A new computer lab for the growing PACE team was created with six computer stations. This lab will be used in the future for a partnership with Bow Valley College in order to provide a classroom for the delivery of parts of their curriculum to the community at the DDRC.

As part of our commitment to sustainable practices, we arranged a donation of outdated electronics with the Electronic Recycling Association (ERA). This included 170 cellphones, 20 computers, two servers, and many more network devices.

Lastly, to ensure the Agency has the right technological equipment to provide quality service to our clients, we purchased 20 new monitors, additional RAM for future upgrades, a network scanner, network switches, network routers, and a backup tape library.

Financial System Evolution

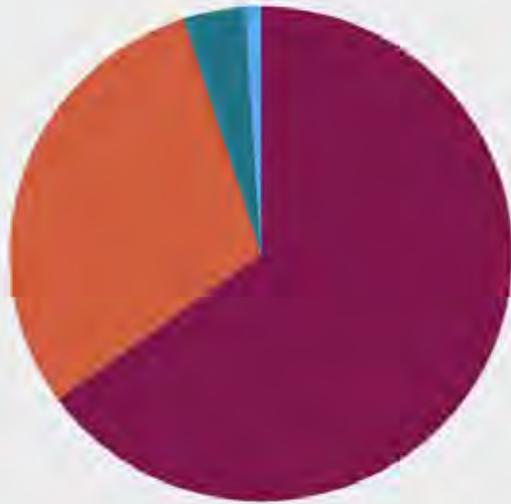
The DDRC has moved to Microsoft Dynamics GP as our finance software solution. Careful consideration and research went into this major initiative. With successful results in both the planning and testing phases, the system went live in the third quarter of the fiscal year. Dynamics GP is a mainstream, mid-sized enterprise resource planning software, combining financial management, accounting, human resources, payroll, business intelligence, and reporting into one manageable and expandable solution.

A new chart of accounts was designed in order to facilitate more comprehensive and timely reporting for both internal and external agency stakeholders. Dynamics GP is currently housed on a virtual server, and backed up every night both onsite and offsite to ensure business continuity in the event of a system failure.

The Finance team has put in all relevant controls to ensure both security and data integrity remain intact. All staff members who will be using the system have been trained by a Microsoft partner in the community, and an ongoing relationship with this company will be maintained in order to provide any additional training, system support, and upgrades required in the future.

Financial Reporting

Revenue



PDD Direct Services - 65%



PDD Delivery - 30%



FSCD Delivery - 4%



Fees for Service - 1%



Other Funding - 0%

Expenditures



Program Compensation - 52%



Program Admin Compensation - 9%



Employee Benefits - 6%



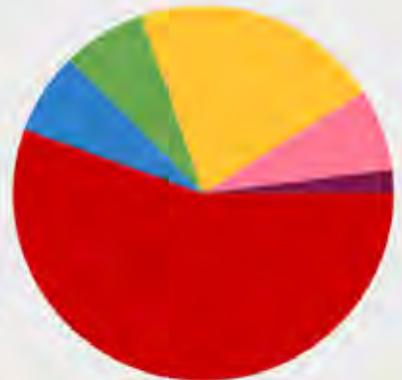
Support Allowance/Overnight Respite - 24%



Service & Materials - 7%



Building & Facilities Maintenance - 2%





Fund Development

Thanks to the support of our donors, we are able to provide resources and supports that help improve the quality of life for so many.

With diverse talents, skills, and abilities, our volunteers help us achieve our vision of a community where everyone belongs.

Winter Campaign

127 donors contributed \$21,271.

Inclusion Awards

\$10,466 raised from sponsorship, donations, silent auction, and raffles.

Scotiabank Marathon

\$8,573 raised for programs and services.

Stampede Breakfast

\$874 raised from donations.

Vipond Charity Golf Tournament

\$24,102 raised from player registrations, donations, sponsorships, silent auction, and mulligans.

General Fund

\$22,680 in general donations.

Watson Fund

\$3,800 received to support Calgary families.

Grant

\$120,873 from the Community Facility Enhancement Program.





everyone  belongs

2015 - 2016 Annual Report

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