

2003



2012



2016



The DDRC celebrates 65 years of service to the city of Calgary.



2005

2015

2017

A Look at Our History



**2017 - 2018
Annual Report**

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.

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.



Christine Meikle and Emily Follensbee.

Christine Meikle and Emily Follensbee created the DDRC's foundation in 1952 by establishing the Southern Alberta Council for Retarded Children (SACRC) after public schools refused to admit their sons due to their developmental disabilities. Christine opened her house—more accurately her kitchen—to six students with developmental disabilities, so they could receive an education. Within fifteen years, SACRC's descendant, the Calgary Association for Retarded Children (CARC), established two schools for children with developmental disabilities, the first in Alberta, and a vocational training workshop, Advance Industries.

In 1994, the DDRC's immediate predecessor, the Calgary Association for the Mentally Handicapped (CAMR), changed its name to the DDRC. Over the course of the 1990s and 2000s, community-based programs and supports, such as the PACE program and community living network, replaced sheltered workshops and group homes. As we celebrate our 65th anniversary, we reflect on our storied history and how our work with people with developmental disabilities has evolved.

Table of Contents

About Us	2
Greetings from the Board and CEO	4
Client Voice Committee	4
Financial Reporting	5
DDRC by the Numbers	6
Meet Heather and Jamie	8
Our Year in Review	10



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.

Greetings from the Board and CEO

This year, the DDRC celebrated 65 years of supporting Calgarians with developmental disabilities. From our agency's humble roots as a kitchen school founded by Christine Meikle and Emily Follensbee, and through our various name changes, the DDRC has remained strong and focused on including people of all abilities in our communities. As we celebrated our rich history, we also looked to the future of the agency, investing in the next 65 years to ensure Calgary is a place where *everyone belongs™*.

In this annual report, you will read about our 65th year celebrations, and how this significant benchmark shaped our year. You will also read about DDRC clients Jamie and Heather, both of whom have shared with us a great deal of history and have celebrated significant milestones of their own. We hope you'll enjoy this look through our history and the 2017-2018 year, and we thank you for your ongoing support.



Prentice Dent
President, Board of Directors



Helen Cowie
Chief Executive Officer

2017 - 2018 Board of Directors

President/Chair: Prentice Dent	Director: Tom Christie
Vice President: Kevin Haughton	Director: Ali Waissi
Treasurer: Shawna Taylor	Director: Linda Demchuk
Director: Kyle Guild	CEO: Helen Cowie

Client Voice Committee



Shaneef Jiwani,
Chair

The Client Voice Committee is proud to advocate for all DDRC clients. Each year, the CVC hosts learning sessions, events, and solicits feedback from peers to make sure all clients have a say at the DDRC.

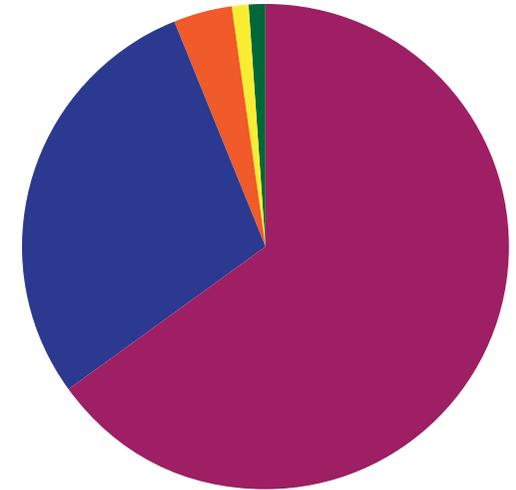
2017 - 2018 Client Voice Committee Members

Ryan Denhoff	Kais Mussa	Samantha Longway
Lisa King	Riley Sanesh	Marian Vanderhouwen

Financial Reporting

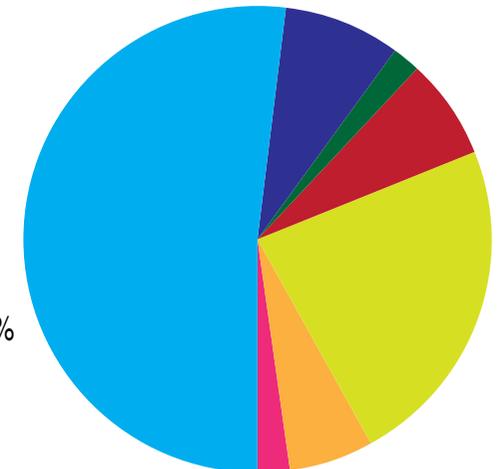
REVENUE

- > PDD DIRECT SERVICES - 65%
- > PDD DELIVERY - 29%
- > FSCD DELIVERY - 4%
- > FEES FOR SERVICE - 1%
- > OTHER FUNDING - 1%



EXPENDITURES

- > PROGRAM COMPENSATION - 52%
- > PROGRAM ADMIN COMPENSATION - 8%
- > My Work Matters INCENTIVE PLAN - 2%
- > EMPLOYEE BENEFITS - 7%
- > SUPPORT ALLOWANCE / OVERNIGHT RESPITE - 23%
- > SERVICE & MATERIALS - 6%
- > BUILDING & FACILITIES MAINTENANCE - 2%



DDRC by the Numbers

25

Triple P families



78.68%

lower than industry average for disability claims, thanks to our safety standards



18

DDRC clients graduated from Bow Valley College computer literacy course

65 YEARS
everyone belongs™ since 1952

13,824

hours of services provided to children with developmental disabilities

42
new DDRC clients

50

clients received tailored supports for behavior concerns

48%

reduction in financial costs of IT internal hardware updates

300+
overnight respite shifts

8

families with customized plans for supporting complex needs



\$25,405

raised in our annual winter fundraising campaign

101

DDRC employees trained in Positive Behavior Supports

1,243

courses taken by DDRC employees

99

clients supported in their workplace

Heather Mohn

After graduating from Central Memorial High School more than 20 years ago, Heather Mohn and her family found the DDRC while searching for services in Calgary that would support Heather as she entered adulthood. As Heather sought new opportunities in the community, she found her sense of purpose in her volunteer work. Today, Heather contributes significantly to the community through her volunteer work, positive personality, and great smile, but she insists she receives a lot from her volunteer work, as she feels better about herself knowing she is helping others.



When Heather joined the DDRC, she was part of the PACE Team where she gained volunteer experience and education related towards her career goal, and pursued a career in the service industry. After being in the program's first graduating class, Heather continued pursuing her education at Mount Royal University's Transitional Vocational Program, a program she still attends. She enjoys the literacy and math development classes, and this year focused on counting money and reading Malala Yousafzai's *Malala's Magic Pencil*.

A decade ago, Heather's sociable nature and knowledge of the Dewey Decimal System provided a volunteer opportunity at her old stomping grounds, Central Memorial's library. More recently, she began volunteering at the library for the All Boys Program, once again putting her knowledge and skills to work sorting and re-shelving books.



Heather, an outgoing person who loves meeting new people, was supported by the CHOICES South Team this year as she searched for new volunteer opportunities involving social interaction. Heather found a good fit volunteering at the Bethany Care Centre visiting and socializing with residents. Monday mornings, she supports residents with mobility concerns to use the atrium. This new volunteer position lets Heather do what she does best, build relationships with others.

Heather is always on the lookout for more ways to give back. She plans to continue working hard at her current activities and volunteer positions, and is interested in taking on and conquering more opportunities. Heather also hopes to improve her artistic talents, specifically her painting, over the next year. Wherever her pursuits take her, we know Heather will continue to be a diligent worker, develop relationships, and bring a smile to everyone's face.

Jamie Law

While the DDRC celebrates its 65th anniversary this year, client Jamie Law is also commemorating a milestone many mark when they turn 65—retirement. For the last 33 years, Jamie has been a dedicated and loyal member of Safeway's compacting team and customer service. Just as the DDRC and its preceding organizations have experienced change over the nearly 35 years Jamie has been a client, so has he.

Jamie's journey with the DDRC began with Advance Industries, where clients received pre-employment and on-the-job training and employment support within and outside of the organization, depending on their needs. At Advance Industries, Jamie was one of 22 workers who built 350 000 cedar boxes a year for Alberta Springs Sipping Whiskey.

After working at Advance Industries for a few years, Jamie sought employment in the community. With support from the DDRC, Jamie found work at the 4th Street Safeway as part of the compacting team. A few years after joining the 4th Street Safeway, Jamie decided to switch locations and with support from the DDRC, he transferred to the Safeway at Glenmore Landing, where he continued working as a compactor operator and courtesy clerk for the next three decades.



Reaching retirement as a Safeway employee was not always a sure thing for Jamie. In the middle of 2013, Sobeys' bought Safeway Canada, which meant all Safeway employees—including Jamie—faced uncertain employment futures. Management from the Safeway Jamie worked at informed Sobeys' management of his excellent work ethic and camaraderie with coworkers, and when Sobeys' took over the Glenmore Landing store, Jamie continued working at Safeway. Not only was Jamie's management left with a positive impression, but so too were customers. When he had to take time off a few years ago, many inquired to see where he was and if he was all right.

To prepare for retirement, Jamie and his support spent this year exploring recreational activities and volunteer opportunities that fit his interests, but also provide the opportunity to build relationships in the community. With interests in listening to music, singing, dancing, and exercising, he tried Zumba classes. However, Jamie found that he prefers hitting the drums at the Rhythm Project's drumming circle. In March 2018, he was touched when his coworkers at Safeway hosted a retirement party to recognize his years of committed service. While many use retirement as a chance to slow down, Jamie has no such plans. He is making plans to hit the driving range, work out with a personal trainer at Mount Royal University, and enjoy the arts scene with singing and dancing activities. Congratulations Jamie on your more than three decades of dedicated service and retirement!

Our Year in Review

April



The everyone belongs™ Toastmasters club celebrated its fifth anniversary.

May



A week of events to celebrate 65 years of supporting individuals with developmental disabilities.

June



Our annual Vipond Golf Tournament at Earl Grey Golf Course.



July



DDRC clients, family, friends, neighbours, and community leaders joined us for our annual Stampedede Breakfast.

October



2017 Inclusion Awards.

September



Career and Leisure Services (CLS) is rebranded to CHOICES, to better reflect how clients have choices regarding the goals and activities they are working on.

December



At our annual Holiday Open House, guests enjoyed hot chocolate, treats, and a visit from Santa and his elves.

January



We established four scholarships for students attending Bow Valley College.

March



DDRC client, Adam Cairns, hosts a live broadcast of Accessible Airwaves.

1964



1952



1993



1985

1958

1996

everyone  belongs™

2017 - 2018 Annual Report
© **Developmental Disabilities Resource Centre of Calgary**

4631 Richardson Way S.W. • Calgary, Alberta T3E 7B7

Tel 403.240.3111 • Fax 403.240.3230

www.ddrc.ca