

MARCH OF DIMES

ONE STOP:
solutions for independence

2008-2009 ANNUAL REPORT

THREE KEY ATTRIBUTES THAT DIFFERENTIATE OUR ORGANIZATION WITHIN CANADA:

Service Diversity

March of Dimes provides the widest range of services, all available through one organizational body. We are a one-stop service provider for people with a variety of needs, who face multiple barriers, helping them achieve or sustain independence and remain in the community.

Broad Constituency

March of Dimes serves children and adults of all ages, with any physical disability, whether that disability resulted from birth, accident, or illness. Our scope of service eligibility has been expanding, and will continue to expand, to the elderly, to people outside of Ontario, and to people without a physical disability who can benefit from our services.

Our Philosophy

Serving as both an advocate and a service provider, March of Dimes empowers people with physical disabilities to live independently at home and in the community. While our programs and consumers are diverse, it is our consistent commitment to personal empowerment and independence that links these services.

Our Vision: To create a society inclusive of people with physical disabilities.

Our Mission: To maximize the independence, personal empowerment and community participation of people with physical disabilities.

OUR CORE VALUES:

To Our Consumers

Provide solutions, through service, advocacy and research, which further enhance opportunity, self-sufficiency, dignity and quality of life.

To Our Employees

Create an environment that nurtures, recognizes and rewards excellence.

To The Community

Demonstrate leadership through innovation and initiative.

To Our Stakeholders

Be accountable and responsible as financial stewards, quality service providers and advocates for our constituents.

Front cover: *Conductive Education*[®] assistant, Karen Aukema, with student, Jack Giusti. See page 5 for more information.
Photo credit: Brian Fry

ONE STOP: *Solutions for Independence*

March of Dimes is one of Canada's largest service providers and a keen advocate for people with physical disabilities, serving as a key resource for all Canadians requiring disability supports.

With a wide range of programs and services offered, many of our consumers utilize more than one of our services to help them gain greater independence. Solutions for independence include employment

services, attendant services, financial support for assistive devices, home and vehicle modification funding, peer support and much more.

Throughout this report, testimonials are included from our consumers who have participated in one or more of our services and programs, and as a result, have achieved greater independence in their homes, workplaces, and communities.

Our service diversity, breadth of constituency, and philosophy position March of Dimes as uniquely qualified to offer “one-stop shopping” for services that maximize independence for Canadians with disabilities.

ONE STOP OFFERS MANY SOLUTIONS

A decade ago, Rehmat Sameja was diagnosed with Alzheimer's disease and experienced memory loss and disorientation. Although Rehmat lived with her children in their home, with the progressive debilitation of her mobility and independence, Rehmat required more and more support. Her children turned to Ontario March of Dimes.



Rehmat Sameja, with her Attendant Care staff, Sharmini (left) and Jennifer (right)

Thanks to the provision of funding from **March of Dimes' Assistive Devices**, the family was able to purchase a wheelchair for their mother.

They applied for financial support from **Home and Vehicle Modification®** in order to renovate the ground floor powder room into an accessible washroom.

Rehmat also receives three hours a day of **Attendant Care support** through our **Independent Living Program**.

This crucial help allowed them to keep their mother in the family home where she could be cared for by loved ones.

LETTER FROM *the Chair and President & CEO*

The theme of our annual report, “**One Stop: Solutions for Independence**”, illustrates how March of Dimes’ variety of services and programs can be a singular resource for Canadians seeking disability support. This report highlights services, advances in business development, and our fundraising successes, all of which are illustrated by our consumer testimonials.

Ontario March of Dimes is an established and well-regarded organization. Since acquiring the “March of Dimes” trademark for all of Canada, we have focused on enhancing our brand and raising the profile of March of Dimes Canada, most importantly amongst consumers, donors, and the public. In 2009-2010, the Board of Directors will be studying ways to operate all of our programs under a single “March of Dimes Canada” brand.

After two years of negotiations with the federal government, Ontario March of Dimes and its two partner rehabilitation companies secured the contract to provide employment services to Veterans Affairs. Through CanVet we will see growth in Employment Services from Ontario to Newfoundland, and expect to demonstrate a successful partnership between private and non-profit interests.

March of Dimes Canada’s Peer Support programs realized significant growth with new chapters initiated in several provinces. Our Post-Polio Program has long been a forerunner in the development of peer support services and is now recognized across Canada, linking polio survivor chapters together. Our Stroke Recovery Program serves thousands, yet the need for expansion remains strong as the incidence of stroke grows among the Canadian population. In fiscal 2009-2010, collaboration will extend to a program in Calgary for those born with cerebral palsy, who may have suffered a perinatal stroke.

Our continued success can be credited to our 1,600+ committed employees and hundreds of volunteers who serve on the board, committees, in our programs, and at numerous events. Many of

our constituent consumers are also volunteers; there are many with dual roles. We are also proud of our employment equity statistics which show that 6.7% of our work force is comprised of people with disabilities. March of Dimes strives to be a leader and a model in recruitment, job accommodation, training, and the development of employees who have a disability.

Greater challenges were experienced in the past fiscal year than in several previous years due to the impact of the global economic recession. Despite decreasing revenues from certain fundraising activities, Ontario March of Dimes ended the year with a small surplus which contributed to our stabilization and capital reserves. The overall outcome for the fiscal year was therefore positive and consistent with our 20-year trend, with growth in total operating dollars and in several programs.

This has been a year of extensive consultation with senior levels of government on an array of issues. We invite you to visit us online at www.marchofdimes.ca/advocacy to support a National Disabilities Act.

In this report, we have graded ourselves, but we also welcome your comments. Thank you for your continuing support.

Respectfully submitted,



Allister Byrne

Allister Byrne, FCA
Chair



Andria Spindel

Andria Spindel, MSW
President & CEO

PROGRAMS *and Services*

ACCESSABILITY® SERVICES: A-

The goal of these services is to improve personal mobility and community accessibility for people with disabilities. To this end, we provide financial assistance to individuals who require assistive devices to improve mobility, or to modify their home or vehicle, and advice to businesses, government and organizations throughout the community on how to make their facilities barrier-free.

ASSISTIVE DEVICES PROGRAM

Ontario March of Dimes is one of the largest non-profit providers of financial assistance to adults with physical disabilities requiring financial support to acquire or maintain essential mobility devices. This program provides case management and assessment of funding from a variety of government and community-based resources to assist the individual financially. In 2008-2009, 2,000 individuals received assistance for over 3,000 devices. In total, this program assisted with the acquisition and repair of equipment valued at over \$3.8 million. Consumer satisfaction with this program remains very high, with over 98% of program participants satisfied or very satisfied. All participants reported they would recommend the program to others.

March of Dimes also organizes free wheelchair clinics throughout the province, with the support of local vendors, to assess and provide basic maintenance for equipment in use.

This program is supported by donor dollars and 12 United Way agencies in Ontario.

For the past 15 years, March of Dimes operated a small Recycled Rental Equipment Program. In 2008-2009, these sites were closed and replaced by MODMobility®, operated by Motion Specialties Inc., which reclaims, repairs and sells quality reconditioned devices.

These four services help businesses, government and organizations become more accessible to people with disabilities.

BARRIER-FREE DESIGN CONSULTATION

Ontario March of Dimes has been providing barrier-free design consultation services for over 30 years. For the past decade, we have reviewed all applications to the Ontario Trillium Foundation for accessibility grants. Since the passage of the *Accessibility for Ontarians with Disabilities Act*, March of Dimes has provided advice to a wide-range of community organizations, private businesses, government departments and agencies on compliance with customer service standards, facility accessibility and employment practices. In 2009-2010 we will be launching this service, in partnership with Quadrangle Architects Ltd., as a new business venture under the name “AccessAbility Advantage”.

DESIGNABILITY® PROGRAM

DesignAbility® matches skilled volunteers with consumers facing unique barriers in order to create or modify devices to increase independence. This past fiscal year, volunteers worked on over 125 projects. This program is also a vehicle for highlighting product ideas that have potential commercial value, and to educate students and professionals about creative approaches to overcoming barriers.

HOME AND VEHICLE MODIFICATION® PROGRAM

Since 1999, March of Dimes has operated the Home and Vehicle Modification® Program, funded by the

ACCESSABILITY[®] SERVICES (continued)

Ministry of Community and Social Services. Through this program, individuals of all ages with accessibility barriers related to their home or vehicle can receive financial assistance of up to \$15,000. Due to high demand, these grants are limited to those with the greatest financial need. Priority is given to individuals who require the modifications for reasons of health and safety, to return to their home from hospital, to avoid having to move into a chronic care facility or who need the modification to acquire or maintain employment. Over 1,300 consumers received grants totaling \$9.245 million.

(Right) Vehicle modified for a March of Dimes' consumer, allowing for driver-side wheelchair access



DesignAbility[®] relies on the generosity of our committed, hard-working volunteers, without whom there would be no program.

ONE STOP, TWO PROGRAMS, FOUR SOLUTIONS



Jessica Pietrobon (right), with her mother

Many of us take for granted the ability to have a leisurely bath or shower to unwind at the end of a long day. But for 28-year-old Niagara Falls resident Jessica Pietrobon, who has severe multiple sclerosis, showering on her own is impossible. Her mother Rosemary, who is Jessica's primary caregiver, had been lifting her daughter in and out of the bathtub whenever she had a bath.

The **Assistive Devices Program** (ADP) provides financial assistance to people with disabilities

for the cost of basic mobility devices and home health care equipment. Jessica received a subsidy from ADP to purchase a bath lift which also doubles as a bath seat. It has helped Rosemary tremendously – before receiving the bath lift she had been straining her back lifting her daughter by herself. “I was so pleased with the service I received from March of Dimes,” says Rosemary. “The bath lift has made a big difference to us; we both feel much safer in the bathtub now,” she continues. She also used ADP funding towards the purchase of a wheelchair, to assist her with greater mobility.

In addition, Jessica received funding from the **Home and Vehicle Modification Program[®]**. Her home was outfitted with a stair glide, and her van was modified for greater accessibility.

“March of Dimes has been amazing. Their help has been so important to us.”

CONDUCTIVE EDUCATION®: B

Conductive Education® (CE) is an innovative learning system, based on the principles of neuroplasticity, that merges elements of education with rehabilitation to help people with neurologically-based movement difficulties increase their independence and mobility, building their confidence and self-esteem.

CE Conductors hold specialized bachelor level degrees, enabling them to work with program participants to help them gain, or regain, physical mobility, self-sufficiency and independence, one small step at a time. The cover photo features Karen, a CE classroom assistant, with Jack, a CE student.

Conductive Education® expanded in Fall 2008 with classes commencing at The Functional Performance Centre in Mississauga, Ontario. This replaced the London/Woodstock sites, which were closed. There are now five operating sites, one in Toronto, one in Mississauga, and three in Nova Scotia. Programs are offered in 10 week or more intensive short-term

sessions, as well as in summer day camps. A residential six-day program is also operated in conjunction with Ontario March of Dimes' Summer Holiday program at Geneva Park in Orillia, Ontario. Twelve new consumers joined the program, for a total of 274 students (120 adults; 154 children), encompassing 6,263 hours of service.

Conductive Education® is not funded through either the medical or educational systems in Canada, nor is it covered by insurance. March of Dimes subsidizes, 75% of the cost and the remainder is paid by the students in the form of tuition fees. March of Dimes is able to subsidize the majority of the Conductive Education® costs through donations from individuals, corporations and foundations. In addition, we hold a number of fundraisers throughout the year in support of CE, including multi-locational Rock for Dimes Battle of the Bands events and the My Kids Fund campaign (see next page for details).

FIRST STEPS TOWARDS INDEPENDENCE

Two-year-old Ian Kee is a Conductive Education® student who is making great strides towards improved mobility and independence.

Ian has mild cerebral palsy and his parents were told that he could be five years old before he learned to walk independently. Since beginning CE, Ian has made remarkable progress: just two weeks after classes started, he took 116 steps on his own without the aid of his canes!

"I believe strongly that so many people with a neuro-motor physical disability have the potential to make tremendous strides in overcoming the challenges of their disability through Conductive Education®," says Mhairi Watson, Senior Conductor of the program. "Our long-term goal is to expand the CE program and make it available to everyone who can benefit from it."

Conductive Education® requires a tuition fee from participants despite March of Dimes Canada



Courtesy of Brian Fry

Ian Kee, with Senior CE Conductor, Mhairi Watson

subsidizing three-quarters of the program costs. With your generous support, we can continue to offer this very important program.

CONDUCTIVE EDUCATION® (continued)

MY KIDS FUND: A CONDUCTIVE EDUCATION® FUNDRAISING PROGRAM

You can help children with disabilities to reach their full potential with the click of a mouse!

My Kids Fund is an online fundraising campaign that will help children participate in our Conductive Education (CE) program. Although March of Dimes subsidizes 75% of CE costs, some parents still cannot afford the remaining cost of the tuition. My Kids Fund is a scholarship fund which aims to help any child, regardless of financial ability, participate in this life-changing program.

Just a small donation can make a life-changing difference:

- **\$250** pays for approximately four weeks of CE classes for a child who desperately needs it.
- **\$500** pays for seven weeks and **\$720** for a ten-week session.



Gisele, Conductive Education® student

Donations can also be made to fund necessary equipment, like ladder chairs, specialized walking ladders and plinth cots.

Visit www.marchofdimes.ca/mykidsfund to learn more or to make a donation.

“There’s no doubt in my mind, if it wasn’t for Conductive Education®, our daughter would be using a wheelchair today and for the rest of her life.” – Gisele’s mother

RACHEL SALSMAN, CE CONDUCTOR



Rachel Salsman instructing CE student Zachary

Born and raised in Nova Scotia, Rachel studied biology and psychology at the Dalhousie University (Nova Scotia), and throughout her university years she worked with people with disabilities. Rachel was inspired by a friend who was a local Conductor in Halifax.

The Transamerica Life Canada Conductive Education Award was granted to Rachel to fund her studies to achieve her Qualified Conductor Status (QCS) and an Honours B.A. at the National Institute for Conductive Education (NICE) and the University of Wolverhampton in Birmingham, England.

“I am so happy to be able to help others gain independence through the use of Conductive Education®.”

EMPLOYMENT SERVICES: A

The goal of Employment Services is to help individuals with disabilities to prepare for, obtain and maintain a job. This in turn, will increase their independence, income and quality of life. By focusing on the needs of both the program participant and the employer, Employment Services strives to ensure a job match, which is a win-win situation for both parties.

In 2008-2009 Employment Services supported 6,724 individuals in all or part of their job preparation and/or job search. Participants are referred to March of Dimes from a variety of sources. These include the Ontario Disability Supports Program, Employment Ontario, the Workplace Safety & Insurance Board, Service

Canada, Ontario Works, and a variety of insurance providers. Overall, placement targets were met.

In 2008-2009, CanVet, a partnership of March of Dimes Canada, WCG International HR Solutions and Innovative Rehabilitation Consultants, negotiated and signed a contract with Veterans Affairs Canada to provide vocational services to Canadian Forces' veterans with disabilities who wish to move back into civilian employment. March of Dimes Canada will open CanVet offices in 2009-10 in Halifax, Nova Scotia and Quebec City, Quebec, as well as providing services throughout Ontario, Quebec and the Atlantic provinces.

FINDING NEW DIRECTIONS FOR THERESA

Life can change dramatically when we least expect it. Theresa learned this when she was diagnosed with Parkinson's disease in 2002.

After nearly thirty years of being a hair stylist and salon owner she decided to return to school to become a social services worker. She was determined to demonstrate that her disability didn't mean that she was "not able", but rather, able to do what she did before, but in a different way. She became involved with March of Dimes in the same year to explore her employment opportunities after graduation.

In 2008, Theresa was awarded the March of Dimes Wade Hampton Employment Training Bursary. The bursary honours the late Wade Hampton, who believed passionately that all people with physical disabilities should have the opportunity to engage in full and meaningful employment (see *our Award Winners on page 28*).

After her graduation, March of Dimes hired Theresa as an Intake Worker in the Employment Services



Theresa Fitzgibbon, winner of the March of Dimes Wade Hampton Employment Training Bursary, 2008

program. At the same time, she will be continuing her studies, working towards a Bachelor of Social Work at Ryerson University.

"I am so pleased that I will be able to help others discover their strengths and abilities. We are really put on this earth to help other people," she says.

"I know firsthand how important employment is to your independence and confidence – and everybody has something special to offer."

INDEPENDENT LIVING SERVICES: A-

Within the Independent Living Program, March of Dimes provides **Attendant Services, Acquired Brain Injury (ABI) Services**, and the **Northern Medical Clinics** to help people with physical disabilities live in their homes and have better access to community services. Ontario Local Health Integration Networks (LHIN) fund 95% of these services, with the remainder funded through fees from insurance and rehabilitation companies. In 2008-2009, over 1,700 consumers received service, through either our supportive housing programs, which provide 24-hour on-site support seven days a week, or our Outreach Services, which provide scheduled service in the person's home. Satisfaction with service remains high at 85%. Action plans are in place in each program as part of our continuous commitment to quality improvement. This includes expansion requests to the LHINs, as the lack of hours of service is a primary cause of dissatisfaction.

We worked closely with the LHINs in support of their commitment to sector cooperation and integration, and have developed proposals for new and innovative services in partnership with other community sector service providers.

The Northern Medical Clinics could not operate without a partnership with the local hospitals that provide space and staff, who volunteer their time. This program receives financial support from the Ministry of Health, various foundations, and the United Way. Qualified medical specialists also donate their time and OHIP fees. This has enabled the expansion of this service to 873 consumers, an increase of 43% over the previous year. Clinics were held in Cochrane, Hearst, and Kirkland Lake. Over 95% of participants surveyed expressed high levels of satisfaction with this service.

A JOURNEY TO INDEPENDENCE

Living in Northern Ontario has its benefits, but for people with health challenges it can mean long trips with heavy financial burdens to receive proper treatment. The Northern Medical Clinics Program sends medical specialists from Toronto and other centres to Northern Ontario towns to care for people who do not have specialists in their communities.

Cochrane, Ontario resident Beatrice (Bee) Berthiaume is one of the many beneficiaries of the program. "There is a three year waiting list to see an orthopedic surgeon in the North. The fact that the doctors come to us makes a huge difference. It saves time, money and stress," says Bee. "At the clinic, I saw three specialists that same day. The care the doctors gave me was so wonderful. I was examined from head to toe and received the same diagnosis each time: that I needed a hip replacement," said Bee. Within three months, Bee had her hip replacement surgery in Toronto.



Northern Medical Clinics consumer, Beatrice

"All the follow-up appointments have been in Cochrane and the doctors have been so super," Bee claims. She believes that, if it were not for March of Dimes, she would still be in daily pain and unable to walk. "I recommend March of Dimes to everyone; so many people are helped by the Northern Medical Clinics Program. They really make a difference in the community."

PEER SUPPORT SERVICES: B+

Volunteer and Peer Support Services provide two service programs, **Stroke Recovery Canada**[®] and **Polio Canada**[®]. These networks operate through a series of local chapters across Canada. March of Dimes provides information and resources, and also supports the chapters, that in turn support the survivors, their families and caregivers. We provide information to survivors and health professionals about post-polio syndrome and stroke, and treatments through educational materials (print, online) as well as conferences and seminars. Social events are also supported as a means to increase social interaction and networking, and encourage greater community reintegration.

March of Dimes also reinstated the L.I.V.E. Conference (Leaders in Volunteer Education), which provides training for stroke and polio support group leaders. The conference helped to solidify relationships with existing peer support groups.



Marjorie Brooks, L.I.V.E. Conference attendee

The past fiscal year 2008-2009 has been one of renewal and growth. Membership has grown in the Stroke Recovery Canada[®] and Polio Canada[®] programs.

STROKE RECOVERY CANADA[®] (SRC)

The number of Stroke Recovery Canada[®] chapters increased by 20% in 2008-2009. New chapters were established in Atlantic Canada, British Columbia, and in the Yukon. Some new chapters were also developed exclusively for younger survivors. Staff and chapter representatives from across the country participated in more conferences and shared knowledge with partner agencies and healthcare professionals.

A task group was established to review chapter manuals and policies, and then provide a “best practices” framework that will help SRC better support its chapters. Feedback will be reviewed in the 2009-2010 fiscal year.

The number of consumers and caregivers served increased by 15.8%. Close to 1,000 information packages and resources were issued upon requests from consumers.

The March of Dimes Canada Stroke Recovery website received significant funding from both sanofi-aventis and Bristol-Myers Squibb for updates. The updated website can be viewed at www.marchofdimes.ca/strokerecoverycanada.

More than 10,000 copies of our newsletter, *The Phoenix*, were distributed across Canada. In addition, the newsletter was made available online, thereby increasing distribution while saving natural resources and reducing costs to the program. An exclusive monthly newsletter, *Highlights*, was issued to 50 Stroke Recovery Chapter Chairs.

Our first Canadian “Aphasia Camp” initiative was organized in partnership with the Adult Recreation Therapy Centre (Brantford, ON), and made possible by the Ontario Trillium Foundation. Held in September 2008, more than 36 volunteers and staff, including speech language pathologists, university student volunteers, and instructors supported 55 campers.

PEER SUPPORT SERVICES (continued)

The campers were stroke survivors with aphasia, who were able to enjoy a fully accessible weekend filled with recreational and physical activities, as well as some educational workshops.

SRC established a project entitled “Linking Survivors with Survivors” (LSWS). This regionally-coordinated peer survivor model of service delivery facilitates the smooth transition of stroke survivors back

into the community. LSWS is a three year project funded by the Waterloo-Wellington Local Health Integration Network (LHIN).

This Stroke Survivor Research Project was initiated to capture the experiences of participants in local stroke recovery peer support groups. Feedback will be reviewed in the 2009-2010 fiscal year.

Stroke Recovery Canada® volunteers delivered over 32,000 hours of service to 27,500 consumers and peer support chapters.

SURVIVORS OF STROKE (S.O.S.), A CHAPTER OF STROKE RECOVERY CANADA®

“We believe that Survivors of Stroke (S.O.S.) is a journey that begins with the shock of waking up and learning that you have lost control of a part of your body, and that your life as you knew it has irrevocably changed. Then comes S.O.S.; you attend one meeting, with some trepidation, and you meet other people who faced similar experiences, who share the same fears, the same anger and guilt and have faced the same challenges that you are now facing.

The S.O.S. program also supports your caregiver, who now also has to shoulder the burden of your care and face the uncertainty of their future. Caregivers’ sessions allow them to relieve their emotions, the hurt that they experience when you get angry and impatient, the resentment faced about the changes to their life, their dreams and their plans.”

– Marg Cyr, S.O.S. participant,
Stroke Recovery Canada chapter

“Put simply, **S.O.S. is a journey of exploration** that leads to **a new way of life made easier** through sharing experiences which **assures us that life can go on** after a stroke.”



Marg Cyr, with her husband Ted

For more information and support for stroke survivors, their families, caregivers, and health care professionals, please call the Stroke Recovery Canada® Warmline® at 1-888-540-6666.

PEER SUPPORT SERVICES *(continued)*

POLIO CANADA®

March of Dimes had two delegates from our Polio Canada® program attend the 9th Annual Post-Polio Health International Conference, making new global contacts in post-polio support and research.

Ten post-polio chapters across Canada met monthly via teleconference to share ideas and build support. Staff visits to Polio Quebec strengthened the relationship with this chapter. A Polio Quebec representative now participates in the monthly teleconference.

The *PoliO'Canada* newsletter was updated, focusing

on survivor stories and health issues suggested by readers' feedback. More than 12,000 copies of this newsletter were distributed across Canada. In addition, a monthly newsletter, *Highlights*, was issued to 20 Chapter Chairs.

Polio Canada® membership grew by 4.5% in 2008-2009. Information packages were issued for resource requests from 450 consumers.

To make the Polio Canada® website more engaging, revisions have been proposed, with implementation or deployment planned for 2009-2010 for www.marchofdimes.ca/poliocanada.

Polio Canada® membership grew by 4.5% in 2008-2009.

PETERBOROUGH POST-POLIO CHAPTER CHAIR, ANNE MARIE BOVAIR

Anne Marie Bovair has been chair of the Peterborough Post-Polio peer support group for almost 20 years. She first began experiencing the overwhelming fatigue of post-polio syndrome (PPS) when she was in her late thirties.

Anne Marie is very grateful to March of Dimes for supporting the Peterborough Post-Polio Chapter and helping her learn more about PPS.

"I am really indebted to March of Dimes," she says. "They taught me to find my base line energy, gauge my strength levels and to plan my days accordingly. They helped me to accept that the fatigue would be part of daily life, and how to try to manage it," she continues.

"I have my challenges. I get frustrated and tired sometimes, I have to be honest about that," says Anne Marie. "But I always believe you have to make the best of things and be successful with what you have – I know what we are doing with the post-polio group is so important and that's why I keep at it."

By learning about PPS with support from March of Dimes, Anne Marie can now live more easily with the condition. The Peterborough Post-Polio group is now a beneficiary of her knowledge and dedication.



Anne Marie Bovair, with her husband Murray

RECREATION AND INTEGRATION SERVICES: A-

This year, programs within Recreation and Integration Services were reinforced with the help of increased community partnerships and a change in staff structure that also helped expand the BeFriending® Program.

The Accessible Group Travel program continued to grow with trips to Niagara Falls, Florida, the Caribbean and Las Vegas. The program continued to partner with Bloorview Kids Rehab to ensure the smooth running of the 6th Annual Youth Retreat Weekend that helps youth gain life skills.

The Coffee Connoisseurs Club continued to meet on a weekly basis hosted by a Toronto-based Golden Griddle Restaurant. We also continued partnerships that supported accessible recreation opportunities.

The department successfully implemented a second Conductive Education® intensive session at Geneva Park with double the number of participants from the last fiscal year.

In partnership with Easter Seals Ontario, as part of Project Continuum, a Life-Stage Transitions project and a Recreational project was initiated to help youth with disabilities, aged 16-29, ease into adulthood. Staff and volunteers provide services, online resources and recreational opportunities. Funding was provided by Ontario Trillium Foundation and administered by Easter Seals Ontario.

More than 1,600 consumers received almost 63,000 hours of service, participating in residential holidays, day outings, travel programs, social events, friendly visiting, and community recreation options.

"IT WAS THE EXPERIENCE OF A LIFETIME!"

These are the words of 45 year-old Barb Wilkinson, who has cerebral palsy. With the support of March of Dimes and her mother, Joan, Barb was amongst the group of 40 travelers who used Recreation and Integration Services in April 2008 to sail aboard the Royal Caribbean's cruise ship, "Enchantment of the Seas". This cruise was fully accessible, including transportation to and from as well as shore excursions when in port.

For Barb, who was traveling the Caribbean for the first time, the Attendant Care services provided by March of Dimes were invaluable. When asked to describe her time on-board, Barb cannot find enough adjectives to serve her experience justice. "It was great, amazing, wonderful, exciting. Just a really good time, I loved it," she says. In fact, her day seven journal entry speaks for her:

"We met some wonderful people and had a very, very good time. Thank you to all the staff at March of Dimes. They sure know how to show you a good time. It was the experience of a lifetime!"



Barb Wilkinson, with her mother Joan

INFORMATION AND ADVOCACY:

GOVERNMENT RELATIONS: A

Through a variety of initiatives, and at the request of key government policy makers, the government relations and advocacy team has been working towards increasing independence for people with disabilities.

Influencing relevant legislative change also affects all Ontarians, especially concerning the new and evolving laws connected with the *Accessibility for Ontarians with Disabilities Act (AODA)*. March of Dimes was represented on all committees developing regulatory standards for implementing the legislation. With the Accessible Customer Service Standard becoming law in 2008, we established an internal AODA Compliance Committee to ensure that March of Dimes is fully compliant, and a leader in the sector – a full two years prior to the legal requirement.

In November 2008, a paper, *Achieving the Do-Able in Uncertain Economic Times*, was presented to Hon. Dwight Duncan, Minister of Finance and Revenue, at a Pre-Budget Minister's Roundtable, where we highlighted the need for the Ontario government to create a comprehensive strategy that involves an expanded role for the Home and Vehicle Modification Program (HVMP), support for caregiving, and expansion of supportive housing for people with disabilities.

The Advocate, our quarterly government affairs advisory e-newsletter, has evolved significantly over the past year, and continues to inform readers about relevant government news affecting our sector. As well, it reports on coalitions and important international bodies, such as the United Nations.

Through a variety of initiatives, and at the request of key government policy makers, the government relations and advocacy team has been working toward making independence for people with disabilities a priority over the past year.

ADVOCACY

2008-2009 was a federal election year, during which we built "Accessibility Votes," an online service for voters to learn about and compare

disability issues and party platforms. This initiative generated a 33% increase in website visits at www.marchofdimes.ca/advocacy.



It also generated a response from **the Office of the Right Honourable Stephen Harper, Prime Minister of Canada**, stating that "**March of Dimes Canada's long-time commitment to promoting quality programs and services for Canadians with physical disabilities is truly commendable.** The Government of Canada looks forward to receiving **your input and counsel** over the coming months as we work to **develop initiatives** that respond better to the **needs of people with disabilities** across our country."

INFORMATION AND ADVOCACY (continued)

INFORMATION SERVICES: B

The website www.marchofdimes.ca underwent several positive changes. Information offered on the website to consumers is now available in an accessible format. In addition, many Ontario March of Dimes programs now offer on-line applications and communication, making it much easier for consumers to receive timely, accurate support. As we continue to expand our services nationally, we want the website to be an informative link for consumers across the country. To discover more on how you can support the National Disabilities Act, visit our website at www.marchofdimes.ca/advocacy.

March of Dimes Canada was instrumental in developing a partnership with Washington D.C.'s (USA) Inclusive Preparedness Center and Red Cross Canada to address the unique needs of people with disabilities during times of emergencies. Inclusive Emergency Preparedness Canada will initiate projects in 2009-2010 to develop accessible customer service standards for emergency shelters.

As we continue to expand our services nationally, we want the website to be an informative link for consumers across the country.

ONLINE ADVOCACY CAMPAIGN



Bobbi Moore (centre), with March of Dimes' staff Steven Christianson and Janet Macmaster (right)

While studying for her degrees, Bobbi Moore (Hon. BSW, MSW) volunteered her time at March of Dimes as a student intern in the Government Relations Department. Since graduating as a social worker, Bobbi launched "Moore on the Issues", an online advocacy campaign.

Bobbi's participation with March of Dimes has inspired her, and in her own words, "Government Relations has shown me the imperative of a hands-on approach to law-making."

Bobbi also assists in our outreach efforts as a voting member of the Disability Issues Committee at Toronto City Hall. She states that "this role has shown me the significance of giving people with different abilities a voice, and helps me – and others – build independence in all our lives."

PROGRAMS & SERVICES *Summary*

PROGRAM RESULTS

Consumer volumes increased by 15.8% from the prior year while service hours increased by 7.3%.

PROGRAM	CONSUMERS SERVED	DIRECT SERVICE HOURS
AccessAbility® Services	6,946	70,901
Conductive Education®	281	9,666
Employment Services	9,060	238,032
Independent Living	1,742	1,592,970
Peer Support Services	27,474	129,544
Recreation/Integration	1,644	62,780
TOTAL	47,147	2,103,893

WHOM WE SERVE

MARCH OF DIMES SERVICE – PROFILE BY DISABILITY: 2008-2009			
NUMBER OF CONSUMERS		ALLOCATION OF EXPENDITURES	
DISABILITY	%	DISABILITY	%
Stroke	27.8	Arthritis/Joint	14.8
Post-Polio	24.4	Brain Injury	9.1
Arthritis/Joint	11.5	Multiple Sclerosis	9.0
Spinal/Back Injury	5.4	Cerebral Palsy	8.0
Cerebral Palsy	4.2	Stroke	7.1
Cognitive	3.7	Spinal/Back Injury	7.1
Brain Injury	3.3	Para/Quadriplegia	6.9
Multiple Sclerosis	2.7	Mental Health	5.5
Neurological	2.4	Neurological	5.1
Para/Quadriplegia	1.9	Cognitive	4.9
Muscular	1.0	Muscular	2.9
Sensory - Vision/Hearing	0.9	Diabetes	2.0
Diabetes	0.8	Spina Bifida	1.9
Mental Health	0.8	CVS/ Heart	1.2
Spina Bifida	0.7	Sensory - Vision/Hearing	1.2
CVS/Heart	0.7	Amputation	1.2
Amputation	0.7	Post-Polio	1.0
Learning Disability	0.7	Learning Disability	1.0
Cancer	0.2	Cancer	0.3
Respiratory	0.2	Respiratory	0.3
Other Physical Disabilities	1.4	Other Physical Disabilities	2.0
No Disability	4.6	No Disability	7.5
TOTAL	100.0	TOTAL	100.0

MARCH OF DIMES IN PERCENTAGES

- 80% of Ontario March of Dimes' consumers have personal incomes of less than \$20,000 and 91% have incomes below \$30,000. Almost 40% have incomes of less than \$10,000 per year.
- 72% of Ontario March of Dimes' service expenditures assist people with incomes below \$20,000.
- 85% of service expenditures assist people earning less than \$30,000.
- 65% of Ontario March of Dimes' consumers are over the age of 55.
- 2.5% of consumers are under 19 years of age.

CORPORATE RESOURCE *Departments*

March of Dimes continues to benefit from the centralization of administration and continues to look for improved efficiencies and systems. In 2008-2009, total administrative costs were lower than in the prior year despite program growth of 5.3%. March of Dimes is providing leadership in the development of new information technology systems for the community services sector of the Ministry of Health and Long-Term Care and has been approached by smaller agencies for administrative expertise and support.

A number of changes to improve and update our information technology systems were initiated in 2008-2009. These include an upgrading of our accounting and data tracking systems, new scheduling, and time and attendance software, access to new Human Resource and Payroll systems through the Ministry of Health and Long-Term Care, and an on-line case management process. We have also replaced aging hardware as part of maintenance practices, but rely on equipment for extended periods of time before replacement.

FINANCE & ADMINISTRATION: A

This small department has a Financial Services Manager for each major program division, centrally coordinated budget and forecast processes, and reports to multiple funders and stakeholders. Turn around times were excellent.

Cost savings were also achieved through changes in telecommunications systems and vendor contracts. A comprehensive lease review identified areas for greater consistency and improved contract management.



Courtesy of Brian Fry

Finance & Administration team members (Toronto office)

BACK ROW (left to right): Marivic Ramirez, Maria Ryan, Ann Pogson, Christine Rampersaud, Sandy Will, Gariba Vazirova

FRONT ROW (left to right): Lilly Pinto, Jackie Demings, Olena Smyrna, Julie Llorente, Todorinka Deneva, Bridgette Thomas

HUMAN RESOURCES: A-

Many of the initiatives this fiscal year were focused on improving the quality of working life and on supporting employee performance.

Quality of Working Life

A Quality of Working Life Survey was conducted in February and March 2009 by Metrics@Work, an independent research company affiliated with Brock University. The results of the survey were very positive, with over 85% of staff reporting that they are satisfied or very satisfied with their job. The survey rated satisfaction in 28 aspects of working life. These were measured against their importance to the employee. The results were also benchmarked against 50 other community agencies, hospitals and Community Care Access Centres. March of Dimes employee ratings were higher than the comparator groups in 26 of 28 categories. Areas of particular strength include leadership, job clarity, customer service, job satisfaction, co-worker cohesion, and safety. Action plans are now being developed to address areas where improvements can be achieved.

Employment Equity

A Work Force Analysis was conducted in June 2008

as part of the Employment Equity Audit conducted by Human Resources Skills Development Canada (HRSDC). The department worked closely with an in-house Employment Equity Committee to develop an organization-wide Employment Equity Plan. Overall, March of Dimes exceeded employment equity targets in each category.

Training and Development

Training programs for staff are expanding throughout the organization. In Attendant Services we introduced training on Personal Boundaries and Routine Procedures while still maintaining our mandatory training such as First Aid/CPR, Lifts and Transfers and Non-Violent Crisis Prevention. We are introducing Facilitation Training for staff working with groups and have revised the Recruitment and Leadership training programs.

Health and Safety

Workplace Safety and Insurance Board (WSIB) claims decreased by 19.4%, down to 87 claims from 108 claims the prior year. March of Dimes scored 100% in a WSIB safety audit, earning rebates.

MARCH OF DIMES' EMPLOYEE STORY: "WHY I PROVIDE ATTENDANT CARE"

"My passion for helping people, especially the less privileged, provided the main reason why I pursued Nursing as a career. Working at Ontario March of Dimes made my passion a reality. The clients tell us about hospital living, how they were treated, and I can now incorporate their feedback into my personal care practice. Working with the clients of March of Dimes has allowed me to help others, and has helped me to live on my own and to be financially independent while still going to school. It's helped me to realize my passion, given me experience in my area of study, and helped me to help the clients gain more independence by allowing them to remain in their homes instead of going to live in a hospital. On



Aduigna Kemen, Support Services Attendant

behalf of the clients, and myself, thank you for helping us all achieve more independence!"

INFORMATION TECHNOLOGY: A

The corporate IT department researched, developed and deployed centralized IT asset tracking systems based on an open-source architecture, solving software and hardware inventory and asset tracking issues, and reducing the amount of time and resources spent on manual tasks and constant inventory reconciliations. Having deployed the system to all remote locations, the IT department can utilize it to proactively manage its hardware and software, and to perform timely upgrades to maintain a well equipped and highly competitive business operation.

In 2008-2009, the largest IT support contract was re-negotiated, resulting in significant savings. The service offering has been expanded to include all aspects of technology support including provision of business continuity services such as shadowing of the IT Helpdesk, as well as core organizational network administration processes.

The IT department hired a new Network Administrator to better support growing system's complexities and the overall infrastructure included an on-premise data centre.

One of the major accomplishments is an in-house Green IT initiative. In 2001, the organization implemented high-speed lines across 75 office locations. For that purpose, the company purchased 75 security devices to protect remote offices. Over the years, the security devices performed very well and did not require excessive maintenance. However, as time went by, several devices failed due to age. In the end, due to the higher risk of failure as well as feature enhancements required to keep up with the industry, a decision was made to upgrade the firewalls. Considering the economic downturn and the fact that every dollar counts when it comes to non-profit organizations, the IT Manager began re-configuring donated PCs utilizing widely used and well adapted and supported open-source security software. Having thoroughly tested the system in multiple sites, the organization has moved into full deployment mode. End of life devices will be recycled by the manufacturer.



Courtesy of Brian Fry

IT staff (Toronto office), from left to right, Raheel Ashraf, Arthur Lulu, Andrey Akimov and Todd Thornhill

Check out our Website: www.marchofdimes.ca

REVENUE DEVELOPMENT – AFFIRMATIVE BUSINESSES: C+

2008-2009 was a transitional year for our affirmative businesses. After a number of years of losses, we closed or sold all existing businesses. This resulted in a 42% drop in business revenue with an associated 47% drop in expenses. In this past fiscal year, we sold our retail reclaims operations in Kingston to a local entrepreneur who operates under our name, has expanded the business, maintains high standards, and pays a royalty to March of Dimes based on sales.

March of Dimes Canada, with support from the Toronto Enterprise Fund, explored the development of a social enterprise which resulted in a new business, MODMobility®, which reclaims, reconditions and sells quality used assistive devices. March of Dimes contracted with Motion Specialties Inc., one of Canada's

largest suppliers of home healthcare equipment, to manage this business. Recycled equipment is made available for sale through our online store at www.modmobility.ca. This new business venture replaces Ontario March of Dimes' Recycled Rental Equipment Program, which had operated in a number of communities for 15 years prior to the establishment of MODMobility® in December, 2008.

Another business is a marketing and royalty arrangement with eSSENTIAL Accessibility Inc. which markets a web-based product that makes sites accessible to people with a range of disabilities.

During 2009-2010, March of Dimes will continue to seek opportunities to expand the range of businesses we operate, in fulfillment of our mission and as a revenue stream to support our programs and services.



MODMobility®, a social enterprise of March of Dimes Canada

REVENUE DEVELOPMENT – PROPRIETARY SERVICES: B+

Various OMOD/MODC Services are purchased by the Ontario Disability Support Program (ODSP), the Workplace Safety and Insurance Board (WSIB), insurance companies, as well as employers, private rehabilitation companies and lawyers. A new contract with Veterans Affairs Canada will expand these services in 2009-2010.

Gross fee revenue in Employment Services and Independent Living Services increased from the prior year by \$283,000. However, increased expenses resulted in a lower net than in the prior year.



Richard Dennis (left) and Chris Esler (right), two March of Dimes consumers

Courtesy of Brian Fry

 **REVENUE DEVELOPMENT – FUND DEVELOPMENT AND COMMUNICATIONS: B-**

We continue to raise both revenue and awareness of our national programs through direct mail, newsletters and special events. The last fiscal year saw us continuing to spread the key messages of March of Dimes Canada through public service announcements broadcast across Canada, featuring spokespeople William Shatner and Bret “The Hitman” Hart.

This past fiscal period was a year of challenges. As a result of the dramatic downturn in the economy, budget targets were revised and revenue goals dramatically reduced. Our direct mail, charitable gaming and the door-to-door campaign fell short of targets, as did our major gift program with individuals, foundations and corporations. Due to the poor economic climate, net fundraising declined by 5% from the previous fiscal year due to the fact that we did not hold two events in 2008/2009.

The TD Barbeque Challenge continues to be our largest event and attracted over 8,000 participants.

Rock for Dimes events were held in Vancouver, Calgary, Ottawa, Toronto, London, Montreal and Halifax. We continue to expand our partnership with BMW Canada, and we held the First Annual Waverley Glen Golf Classic.



Rock for Dimes concert, Halifax



Bret “The Hitman” Hart preparing in Calgary for his March of Dimes’ Public Service Announcement



Courtesy of Dave Gillespie

Toronto Raptors mascot with March of Dimes consumer Edward Sinco (TD BBQ Challenge 2008)



Courtesy of williamshatner.com

March of Dimes spokesperson, William Shatner

MANAGEMENT DISCUSSION & Analysis

The following discussion and analysis should be read in conjunction with our audited consolidated financial statements and the accompanying notes. The consolidated financial statements have been prepared in accordance with Canadian Generally Accepted Accounting Principles (GAAP). All amounts are expressed in Canadian dollars unless otherwise noted. In this report, 'we', 'us', and 'our' refers to March of Dimes Canada and Ontario March of Dimes. This document is current in all material respects as of March 31, 2009.



Overview

As in 2007-2008, the focus of the organizational plan in 2008-2009 was on improving performance in certain key areas, as well as developing a new strategic plan to build on the key directions outlined in the 2004 plan. The main objectives outlined were to:

- continue expansion of March of Dimes geographically (outside Ontario) and demographically (expanding service to children and seniors),
- grow, through partnerships with other not-for-profit organizations and with the private sector,
- begin building a single strong public brand,
- establish key performance indicators for all programs and departments to monitor and improve performance,
- improve efficiency by acquiring, developing and implementing extensive new software for scheduling, time and attendance, accounting, case tracking, case management, human resources and payroll,
- expand business and proprietary activities as drivers of future growth.

The focus of the organizational plan in 2008-2009 was on improving performance in certain key areas, as well as developing a new strategic plan to build on the key directions outlined in the 2004 plan.

RESULTS OF OPERATIONS

Revenue

In 2008-2009, both revenues and expenditures increased by \$3.2 million or 3.7% from the prior year. Revenue growth was from government grants and proprietary programs providing Independent Living Services to assist people with disabilities to remain in their own homes and employment services to assist people to secure and retain employment. Government grant revenue increased by \$2.6 million or 5.1%, fee revenue grew by \$284,000 or 2.1%, and purchase of training and materials for proprietary clients in

Employment Services grew by \$1.17 million or 6.9%. Gross revenues from fundraising, business operations and investments were all lower than in 2007-2008.

Net surplus revenue of \$249,600 represents $\frac{2}{10}$ th of 1% of total revenues. \$25,000 of the surplus was transferred to the capital reserve fund and the balance to the stabilization reserve funds. These funds are described under the section on financial performance.

The largest contributor to revenue growth was from fees and training recoveries in support of the Workplace Safety and Insurance Board clients in the Labour Market Re-entry Program. Increased private funding for Acquired Brain Injury Services also contributed to revenue growth. Modest growth was experienced in base funding for Independent Living Services from the Ministry of Health and Long-Term Care and for Employment Services from Services Canada.

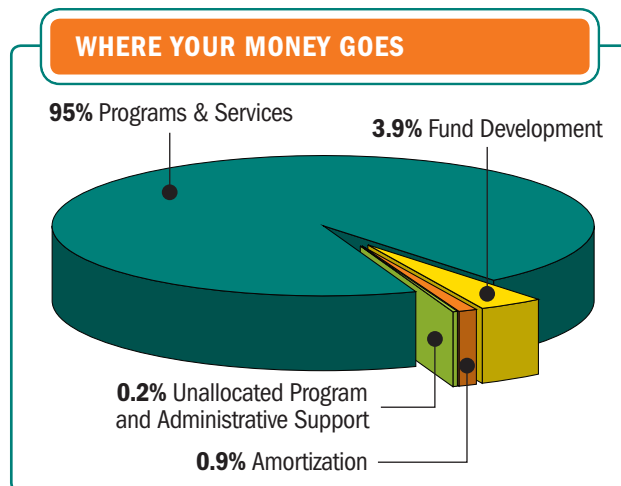
Gross Fund Development revenues decreased by just over 2% compared to prior year, largely due to the decision to postpone the Ability and Beyond Gala Dinner until the 2009-2010 fiscal year. The strongest performance was in the monthly donor program. Businesses continued to underperform and were either sold or closed during the fiscal year, and a new model of business operations that is mission-related was implemented. Investment revenue was down due to economic downturn, lower values of equities and bonds, and declining interest rates.

Ontario March of Dimes and its subsidiaries adhere to the standards set out in the Imagine Canada Ethical Fundraising and Financial Accountability Code in its treatment of donors and the public, its fundraising practices and its financial transparency, and are accountable through its Board of Directors for doing so. In 2008-2009, \$6.5 million was raised through fundraising and interest on investments, representing 7.1% of total revenues of Ontario March of Dimes and March of Dimes Canada. Fundraising expenses totaled \$2.85 million. A further \$764,000 was spent on new donor acquisition programs. A total of 112,015 tax receipts were issued, totalling \$3,234,104.

Ontario March of Dimes and its subsidiaries adhere to the standards set out in the Imagine Canada Ethical Fundraising and Financial Accountability Code.

Expenses

Program expenditures grew at a faster rate than expenditures in all other areas. As a result, 95% of all expenditures were in service delivery, up slightly from the previous year. Growth in program expenditures was primarily in Employment Services which grew by \$2.6 million or 8%, Independent Living Services, which grew by \$1.3 million or 3%, and donor-funded programs grew by less than 1%.



Despite a \$3.4 million growth in programs, administrative expenses decreased by 7.3% from the prior year. This was primarily due to vacancies that will be filled in 2009-2010. Fundraising and business expenses decreased by 13.5% over prior year, ameliorating the drop in net revenue. Despite the drop in donor revenue, funding from fee revenue allowed program expenditures to increase by 4%.

Three programs account for 97.4% of all program expenses. These are:

Independent Living Services, providing assistance with activities of daily living to people with physical disabilities and acquired brain injuries in the community.

Employment Services, helping people with disabilities develop employment plans, overcome employment barriers, and to acquire and retain employment.

AccessAbility® Services, which offers a range of services to remove barriers to people with physical disabilities by modifying the built environment and providing devices to individuals which improve their mobility.

The grants and awards program also grew in 2008-2009 by 81%. This program includes the Jonas Salk Award, jointly presented by March of Dimes Canada and sanofi pasteur to a scientist for significant achievement in research, a post graduate fellowship given in partnership with the Canadian Institutes of Health Research, a new student bursary in the Health Faculty at York University for studies in stroke rehabilitation, and Canada's only educational award for a student in Conductive Education® at the University of Wolverhampton in England.

March of Dimes is undergoing a major upgrading to its information technology systems. In 2008-2009, new scheduling, and time and attendance software was developed. New accounting, payroll, human resources, on-line case management, e-mail, intranet, and website were in development in 2008-2009 and will become operational over the next two years. Funding and support for these projects comes from a number of sources, including the Government of Ontario and our capital reserve.

Human Resources

According to current employment equity data, Ontario March of Dimes surpasses the market availability targets in all categories with women comprising 88% of our workforce compared to 68.6% in the labour market; aboriginal employees comprising 2.3% vs. 2.0% of the labour market; persons with disabilities at 6.7% vs. 4.3% and visible minorities at 17.0% vs. 13.2%. In 2008-2009, March of Dimes also contracted an external firm, Metrics@Work, to conduct a quality of working life survey of employees as part of our commitment to quality improvement. The study rated employee perception and values on 28 aspects of the employee relationship. These results were also compared to 50 external health care organizations, the majority not-for-profit, and with the hospital sector. Results were very positive and the comparative data showed Ontario March of Dimes' employees' ratings are higher than both comparator groups in 26 of the 28 categories. Ontario March of Dimes' primary strengths were in the areas of staff safety, customer service, job clarity, all levels of leadership and employee cohesion. Areas for improvement related to workload and compensation. All data is segmented by program and region and

was reviewed by all levels of management, resulting in action plans to address issues identified in the study. Summary results were shared with all staff.

Consumer Satisfaction

Ontario March of Dimes also conducts annual consumer satisfaction surveys, using external consultants for confidentiality and objectivity. 95% of consumers of our Northern Clinics, Recreation and Assistive Devices were satisfied or very satisfied with our service. Employment Services, including programs with mandatory attendance, have retained satisfaction levels of 80%. All programs set targets related to consumer satisfaction, and are required to review the results and develop action plans for improvement year over year.

Consumers served increased by 15%, with 47,147 consumers receiving 2.1 million hours of service.

Program Performance

The number of consumers served increased by 15% from the prior year, with 47,147 consumers receiving 2.1 million hours of service. Service hours represent a 7% increase over prior year. Programs which provide less staff-intensive levels of service such as Peer Support show more growth than more time intensive programs such as attendant services, or acquired brain injury services. As well, many programs such as Employment Services and AccessAbility® Services have focused on improving service delivery by increasing efficiency and reducing service delivery time.

In January, the Board of Directors of Ontario March of Dimes approved a new Strategic Plan for 2008-2013. The new plan re-confirms the four strategic directions established by the Board in 2004:

- Expanding our constituency;
- Building stakeholder affinity;
- Financing the vision;
- Creating a sustainable infrastructure.

Since 2004, March of Dimes has continued to expand service outside of Ontario through March of Dimes Canada, a federally registered charity. Currently, five programs now operate in other parts of Canada: Peer Support Services, which includes Polio Canada® and Stroke Recovery Canada®; Conductive Education®, with programs in Nova Scotia; Employment Services, delivering service to Canada's veterans across Canada, in partnership with two private sector rehabilitation companies; and DesignAbility®, with a chapter in Calgary. Service to children is provided through Conductive Education®, Northern Medical Clinics and the Home and Vehicle Modification® Program.

As well, we are delivering service to teens and young adults in strategic program alliances with Easter Seals Ontario and in cooperation with children's charities and rehabilitation centres such as Bloorview Kids Rehab. Some programs provide service to people without a physical disability or a more generic range of disabilities, such as our Employment Services, which now serves all people with a vocational goal.

March of Dimes has continued to expand service outside of Ontario through March of Dimes Canada, a federally registered charity.

Partnerships with both not-for-profit and for profit organizations facilitated expansion of our Independent Living Services, Employment Services, and Recreation & Integration Services. One business, MODMobility®, in partnership with Motion Specialties Inc., reclaims and sells quality used assistive devices. This replaced Ontario March of Dimes' Recycled Rental Equipment Program which had operated in a number of communities for 15 years prior to the establishment of MODMobility®.

The new strategic plan projects that fee and business revenue will outpace fund development revenue

as key contributors to the growth of discretionary programs over the next five years. Government grants will also continue to be a major source of program expansion.

Governance

Ontario March of Dimes is governed by a 25-member Board of Directors that meets six times per year. Twenty-four Board members are elected to three-year terms. Dr. David Logan has a lifetime seat on the Board and Executive Committee as per a special bylaw.

The Ontario March of Dimes Non-Profit Housing Corporation, the Rehabilitation Foundation for Disabled Persons U.S., the Ontario March of Dimes Non-Profit Independence Corporation, and March of Dimes Canada are all subsidiaries of Ontario March of Dimes operating under their own corporate registrations and with separate Boards of Directors. All Boards are elected annually, with the exception of Ontario March of Dimes which elects one-third of its Board annually. A nine-member Executive Committee meets monthly. The Nominating and Governance Committee reviews Board member performance, overall Board effectiveness, establishes development and training programs for directors, recruits and recognizes directors, and makes recommendations on governance policy for all entities. Board membership includes people with disabilities, individuals from across Ontario, and those with expertise in a variety of fields such as finance, law, risk management, human resources, communications, marketing and research.

Other committees of the Board include the Finance Committee, the Risk and Audit Committee, the Priorities and Planning Committee, Executive Job Evaluation & Compensation Committee and the CEO Performance Evaluation Committee. The Investment Committee and the Pension Committee each meet at least twice annually and report to the Finance Committee. Program specific committees also provide advice and direction to management on programs, budgets, service-related policies, planning and delivery.

The members of the Board of Directors of Ontario March of Dimes also serve as the membership of its four subsidiary corporations.

Understanding and Managing Risk

Since establishing a Risk Management Committee in 2002, the Board has re-structured the Committee's responsibilities to improve oversight and segment responsibilities. In 2005, the Risk Committee expanded to become the Risk and Audit Committee. The Finance Committee retains oversight of monthly financial performance, budget development and capital expenditures, as well as the performance of the Investment and Pension Committees. The Risk and Audit Committee oversees the auditing of management and Finance Committee performance on behalf of the Board, and approves the annual audit plan.

In 2003, a risk protocol and training program was implemented to move risk awareness, assessment and management throughout the structure. In 2006, new key performance indicators were established for program departments to focus on areas of highest risk and to flag areas that need immediate attention. The Corporate Resources departments will complete this exercise in 2009. The Planning and Priorities Committee of the Board was redesigned to focus on special projects and areas of concern and opportunity requiring more analysis and depth of review than a Board, or committee with a regular agenda, could normally provide. This has included a change to the organization's criteria for business operations and the development of the 2008-2013 Strategic Plan.

The Board approved the funding of an Internal Audit function to report to the Risk and Audit Committee to provide assurance that appropriate internal controls are in place to mitigate risk, to advise management on areas requiring improvement, and to undertake special projects on behalf of the Board. Day-to-day supervision is provided by the CEO. This position was filled in 2007-2008 by a part-time consultant who has the appropriate professional designation and experience. The Internal Audit Consultant undertook a range of projects including audits of payroll, vacation accrual, purchase to pay, Code of Conduct compliance, retail business operations, benefits pool management, and bingo reviews. An assessment protocol for facility security was developed.

Ontario March of Dimes recognizes the following key risks to its operations:

- Two thirds of the organization's funding comes from government, as transfer payments or as fees to purchase specific services. We are vulnerable to changes in legislation, government funding priorities, budget and rate changes and possible re-tendering of contracts.
- Half of all revenue received is designated for specific uses and no surplus funding can be retained.
- Environmental changes can affect the economy, and donor priorities.
- A number of key services are dependent on discretionary dollars raised through fund development, business operations and proprietary services. Thus, services are at risk when budget targets are not achieved.

The Government Relations and Advocacy Department, in conjunction with program directors, monitored government policy and identified both opportunities and risks while cultivating proactive relationships with all tiers of government at senior levels.

The Risk and Audit Committee oversees the auditing of management and Finance Committee performance on behalf of the Board, and approves the annual audit plan.

Financial Performance

Cash and short term investments increased by \$828,000 from March 31, 2008 while accounts payable and accrued liabilities decreased by \$951,000. During the same period, restricted and endowed investments decreased by \$215,000 as a result of the sharp drop in the equity markets and in interest rates between August, 2008 and March 31, 2009. The drop in accounts receivable by \$1.23 million was primarily related to a multi-year rebate of the Employer Health Tax which had been under review during the prior year.

Many of the funds received are designated for specific purposes and must be utilized within a prescribed timeframe. The organization's accounting structure ensures that these revenues are expended as designated, with any excess revenues over expenditures treated in one of two ways:

- Unexpended grant funds are either returned or carried forward to the following year, with the approval of the funder;
- Surplus dollars received through other sources are designated to one of the three funds established by the Board of Directors.

The organization's three funds are:

The Stabilization Reserve Fund was established to address the long and short-term needs of

the organization, to build working capital, and to provide assurance that funds are available when needed due to unforeseen operating shortfalls, new initiatives or projects.

The Capital Reserve Fund was established to build a cash reserve for future major capital needs. Any annual surplus of \$250,000 or greater generate an automatic transfer of \$25,000 to the Capital Reserve Fund.

Board Restricted Funds The Board of Directors internally restricts the use of these funds. It is intended that only the revenue earned on the fund balances are used to fund designated activities, except where approved by the Board of Directors of Ontario March of Dimes.

INTERNAL CONTROLS

As part of the external auditing process, management completed an assessment for internal controls within the organization. These include:

- The completion of the Entry Level Controls Assessment;
- Sign off by all employees and Directors on a Code of Conduct;
- A review of extensive documented policy and procedures for all operational and functional components of the organization, such as Finance and Human Resources;
- ISO 9002 Certification of all Independent Living Programs' sites;
- Established plans, performance targets, risk identification and performance management monitoring and evaluation;
- A separation of governance and management, with an independent risk and audit function, separate from management and finance;
- Reliability of financial reporting, including budgeting, monthly statements, financial analysis, and transactional procedures;
- Internal controls to restrict and identify fraud;
- Information management systems with built in security and redundancy to protect confidentiality, business interruption, data loss and data corruption;
- Disaster recovery procedures and protocols to ensure minimal service or business interruption in the event of a catastrophic event.

Management also identified new areas for review including physical facilities security, legal and legislative compliance.

PERFORMANCE MANAGEMENT

Management has developed, and continues to refine, a comprehensive system of establishing performance goals and key indicators related to individual performance contracts, and departmental

performance linked to key areas of identified risk and opportunities. A forecast model reports mid-year results to senior management and the Board, and proposes a revised budget for the balance of the year.

Year-end result reporting closes the loop of accountability. Program evaluation ensures that programs address identified needs. Consumer satisfaction surveys, conducted externally to ensure confidentiality, are used as part of staff training and program quality improvement. Quality of Working Life surveys and Consumer Satisfaction surveys provide information to identify areas of satisfaction and concern, and ways management can improve working conditions for employees and service delivery to consumers. Results were noted earlier in this section.

Information systems are utilized in payroll and human resource management, accounting and financial management, consumer case tracking, service billing, fundraising and donor data base management. A new scheduling system was developed which will also streamline service scheduling for consumers, and tracking of hours, as well as improve the payroll function. Work on an accounting system conversion, as well as a new human resources information system and payroll software, on-line case management software, an intranet and a new e-mail system was initiated in 2008-2009 with full implementation for all systems anticipated by the end of 2009-2010. Ontario March of Dimes took a leadership role in

the design of the new Health Information Reporting System for community sector organizations funded by the Ministry of Health and Long-Term Care, and has completed conversion of its data to comply with the new system. High level encryption and other security measures restrict access to confidential information internally and externally, and privacy legislation requirements are monitored and enforced.

Management systems are centrally designed, networked and supported with a 24-hour help desk. Layers of redundancies, back-up systems, a secondary hot site in another community, and off-site data storage protect the organization in the event of system failure or damage.

ISO certification is managed and monitored centrally for Independent Living Services. All Independent Living sites completed ISO training and certification in 2007-2008. In 2008-2009, the Acquired Brain Injury Program began the certification process and should achieve certification of all sites in Fall 2009. The restructuring of management in 2005 placed all program delivery under functional management with designated financial and management supports. This has improved accountability, reporting, performance management, and internal benchmarking, as well as reduced administrative overheads.

OUTLOOK

Certain statements in this document constitute 'forward-looking statements'. You should not place undue reliance on our forward-looking statements which are subject to a multitude of risks and uncertainties that could cause actual results, future circumstances or events to differ materially from those projected in the forward looking statements.

The focus in the coming year will be on further improvements as outlined in the 2008-2013 Strategic Plan. We continue to look at expansion opportunities within Ontario and the rest of Canada and opportunities to partner with other organizations within and outside Ontario, and to diversify and expand the organization's revenue base. Changes in the provincial Ministry of Health and Long-Term Care's structure to Local Health Integration Networks and the Ontario

Disability Support Program transitioning to a results-based funding model pose challenges and opportunities for us in the coming years. We are also looking at our governance structure and public brand as we shift activities increasingly from Ontario March of Dimes to March of Dimes Canada.

We also look forward to new opportunities with the planning of the Festival of International Conferences on Caregiving, Disability, Aging, and Technology (FICCDAT) 2011, development of a new Inclusive Emergency Preparedness program with the Government of Ontario, Red Cross (Ontario), and the Inclusive Preparedness Center, U.S., the development of new proprietary businesses, and the acquisition of new IT systems to increase efficiency, accountability and management oversight.

2008 Awards



(From l. to r.): Gary Taylor, Bryan Lee (accepting on behalf of Grandmother's Pie Shoppe), Anna Sheehan and Beth Grudzinski (accepting on behalf of TD), Jan Nichols, Ruth Ann Onley (special guest speaker), Kathy Bielke (accepting on behalf of County of Dufferin), Dan Bouwman, Theresa Fitzgibbon, Jill Taylor, Zora Jackson (Chair, Awards Committee).

Our 2008 Award Winners were announced at the Annual General Meeting in September 2008. These individuals and corporations were honoured for their invaluable contributions to enhancing the quality of life for people with physical disabilities.

Award of Merit for Barrier-Free Design

Dan Bouwman, for his commitment to accessibility for people with physical disabilities. Mr. Bouwman created Heartland Forest to give Niagara Falls residents a fully universally accessible nature sanctuary.

Jeannette Shannon Post-Polio Program Volunteer Award

Jan Nichols, for her dedication and long-term commitment to Polio Canada®, a program of March of Dimes Canada. Jan has been Chair of the Toronto/Peel Post-Polio Chapter of Polio Canada® for over a decade.

Community Partnership Award

The County of Dufferin – Dufferin Oaks in a partnership with Ontario March of Dimes, the Ministry of Health and Long-Term Care and the Central West Local Health Integration Network (CWLHIN) renovated the former Dufferin Oaks Long-Term Care facility into a 22 unit accessible apartment building for seniors and adults with physical disabilities.

TD Bank Financial Group was awarded the 2008 Ontario March of Dimes Community Partnership award as a significant and important supporter of March of Dimes' programs and services.

The Right Honourable Paul Martin Sr. Award

This is a national award given to an individual who has made outstanding contributions for more than 10 years in fundraising, service or policy.

Gary Taylor has donated his time and efforts as a volunteer to March of Dimes for over 13 years.

Reverend Roy Essex Award

Rev. Roy Essex was a dedicated and long-time volunteer. This award is presented to a volunteer who has demonstrated a high degree of commitment and made an outstanding contribution.

Jill Taylor has been volunteering for the March of Dimes' Thorold office for a number of programs and fundraising events for close to 15 years, since her husband was assisted by the organization.

Richard Kall Employee Award of Excellence

Sherry Frizzell, Regional Manager, Independent Living Services, Northeast Ontario, including Northern Medical Clinics.

Vocational Rehabilitation Award

Grandmother's Pie Shoppe Inc. for their commitment to employing people with disabilities, who account for 60% of their workforce.

Wade Hampton Employment Training Bursary

Wade Hampton believed passionately that all people with physical disabilities should have the opportunity to engage in full and meaningful employment. This bursary is presented annually to an Ontarian with a physical disability requiring financial assistance in order to pursue a professional or career goal.

Theresa Fitzgibbon, a March of Dimes' volunteer and student, will use the bursary towards her ultimate goal of becoming a social service worker (see Theresa's story on page 7).

LIST OF *Donors*

March of Dimes relies on the generosity of donors to help fund our programs. Due to space limitations only donors who made gifts of \$1000+ or whose giving has reached cumulative \$5000+ in 2008-2009 are acknowledged, but we extend sincere appreciation to all donors. We also extend our gratitude to those donors who wish to remain anonymous.

THE JONAS SALK CIRCLE OF FRIENDS

commemorates Dr. Jonas Salk's life-saving and humanitarian work.

Discoverers - \$500,000+

TD Bank Financial Group
TransAmerica Life Canada

Pioneers - \$100,000 to \$499,999

Anne-Marie Canning & Robert H. Canning*	Bank of Nova Scotia	sanofi-aventis Canada Inc.
Alexander Christ	Fraser Milner Casgrain LLP	sanofi pasteur
		Shoppers HomeHealthCare

**We wish to acknowledge the dedication of the late Robert H. Canning, founding Chair of the Board of Directors (2001-2008) of Rehabilitation Foundation for the Disabled U.S., whose steadfast support of March of Dimes Canada (Rehabilitation Foundation for the Disabled) was greatly appreciated.*

THE PAUL MARTIN SR. SOCIETY®

commemorates the inspirational legacy of a great Canadian, who as Minister of National Health and Welfare, introduced universal polio vaccination to Canada.

Investors - \$50,000 to \$99,999

Dr. Joel Finkelstein	The Strahan Family	CIBC	RBC Financial Group
Dr. Sydney Gershon		Procter & Gamble Inc.	

Benefactors - \$25,000 to \$49,999

Dr. David Collins	Agnes Faraci	Mark Golding
Dr. Phillipe De Bosset	Dr. Michael Ford	Scott and Janet Robinson

Patrons - \$10,000 to \$24,999

Marjorie Allen	Jerry Lucas	BMO Nesbitt Burns Inc.	Maid of the Mist
Neil Anthes	Ronald MacFeeters	Duca Financial Services	Steamboat Co. Ltd.
Alan Barkin	Mr. & Mrs. Gary McMurray	Credit Union Ltd.	Mill Employees
Charles Black	Froim Merkur	Dynamic Funds	Charity Fund of Bowater
Dorothy Curtis	Colleen Pohran	Four Seasons	Niagara Prosthetics
Lorne & Helen Dueck	Mae Potton	Hotels and Resorts	& Orthotics Corp.
Paul Fink	Andria Spindel	Homestead Land Holdings Ltd.	Quillsoft Ltd.
Dr. Andrew Howard	Elizabeth Yan	Isaac Canada	Tyco Electronics Canada Ltd.
Robert Howard	Dr. Albert Yee	JDS Fundraising Services	TELUS

 **THE PAUL MARTIN SR. SOCIETY® (continued)**

Members - \$5,000 to \$9,999

William & Karen Barnett	Tina Harvey	Paul Simpson	Dynavox Canada Inc.
Margaret Bates	The Hon. Paul Hellyer	Mr. & Mrs. Wayne Snell	Great-West Life
Dr. & Mrs. Moshe Baum	Glynis Henry	Mr. & Mrs. Lance Speck	Hydro One Employees' Pensioners Charity Trust
Alexander Beaton	B. Joan Livingston	Karan Stemmler	MBNA Canada
Colleen Bradley	Patricia Mace	June Szeman	Microcomputer Science Centre Inc.
Robin and Edward Bradley	Dr. Frank Mastrogiacomio	Lianne Tile	Ontario Power Generation Inc.
Linda Burman	Dr. Donald McGillivray	Kendra Toby	Ovations Ontario Food Services
Michael Chao	James McKinnon	Leo Vannelli	Therapist's Choice Medical Supplies
Mr. & Mrs. David Church	Sydney McMorran	Dr. Veronica Wade	
Henry Ens	Gail Mores	Erika Wagner	
Terry Evanshen	Robert Morris	Mr. & Mrs. Jack Warriner	
The Hon. Judge George Ferguson	Elizabeth Nelson	Mr. & Mrs. John Watson	
Janet Fuhrer	George Niblett	Audrey Wilson	
Barbara Goldring	Dr. Markku Nousianinen	Pearl Wolfe	
Robert Gouinlock	Sandra Nymark		
Stephen Gurman	James Saloman		
Lee Harding	Mr. & Mrs. Lloyd Secord		
	David Self		

 **THE ELLEN FAIRCLOUGH SOCIETY®**

honours Canada's first female federal Cabinet Minister and Chief Marching Mother® of Ontario March of Dimes, who canvassed door-to-door in the 1950's to raise funds for polio research.

\$1,000 to \$4,999

Susan Bierbaum	Ed Hildebrandt	Ghislaine Smith	Allergan Canada
Kathleen Brotto	Christina Holmes	Ann Southam	BHM Medical
Joseph Calvano	Gail Kelly	Mary Lynne Stewart	Denny's (Mississauga)
Georgia Canal	Mark Larmon	Ian Tollerton	Eckler Ltd.
Lauri Caradonna	Maryann Larrivee	Michael Van Leeuwen	Home Depot Canada
Velma Carroll	Olinda Lawrence	Angela Vassos	Investors Group
Bob Cronin	Caren Levy	Ronald Verbrugge	Maple Leaf Sports & Entertainment
Norm Emblem	Sarah Macdonald	Mr. & Mrs. Wil Verheyen	Ontario Mapping Company
Mr. & Mrs. Seymour Epstein	Lawrence Marshall	Leonard Wechsler	Project X Ltd.
Joan Fisher	Elaine Osin	Marion Wellwood	Princess of Wales' Own Regiment
David Foot	R. Pearmain	Kevin Whyte	RONA
Marc Forbes	Jenelle Ross		Torys LLP
Norman Garbutt	Michael Schertzer		
Larry Grove			

SPECIAL DONATIONS

Campers Helping Campers

Bensfort Bridge Resort	Ontario Private Campground Association
Country Gardens RV Park	Sandy Beach Resort & Trailer Court Ltd.
Desert Lake Family Resort	Sauble River Family Camp
Fisherman's Cove Tent & Trailer Park Ltd.	Shelter Valley Campground
Grenville Park Campground	Woodland Park (Sauble Beach)
Hammock Harbour Resort (Green Line Properties Ltd.)	

Societies, Associations and Agencies

Canadian Paraplegic Association	Les Filles d'Isabelle - Hearst
Department of Veterans Affairs	MS Society of Canada
Help the Aged (Kingston)	Muscular Dystrophy Canada
Hospital Fundraiser (Bowmanville)	Ontario Federation for Cerebral Palsy Partnership & Service (Durham)
Independent Living Center (Waterloo)	Stride (Ottawa)
Kawartha Participation Projects (KPP) Peterborough	The War Amps
Lakeshore Rehab (Toronto)	

Service Clubs

Alpha Delta Kappa (Thunder Bay)	Quota International of Huronia	Rotary Club of Hamilton (Sunshine Fund)
Club Rotary De Hearst	Rotary Club of Brantford	Rotary Club of Windsor
Kiwanis Club of St. Catharines	Rotary Club of Stratford	
Oakville Civitan Club		

Foundations

Catherine and Maxwell Meighen Foundation	Henry White Kinnear Foundation	Ontario Trillium Foundation
Community Foundation of Oakville	Hope Charitable Foundation	Sir Joseph Flavelle Foundation
F.K. Morrow Foundation	IBM Employee Charitable Fund	Sudbury Community Foundation
Greey-Lennox Charitable Foundation	Jackman Foundation	Thomas J. Foundation
Harold Crabtree Foundation	James & Alfreda Parlee Fund	Toronto Star Fresh Air Fund
Heart Lake Trust Fund	MacFeeters Family Fund	Weisz Foundation
	O'Brien/Jackson Family Foundation	

Bequests

Estate of Eber Pollard	Estate of Frances Mary Hickey	Estate of Mr. John G. Greey
Estate of Catherine Brook	Estate of G. Evelyn Crosby	Estate of Ms. Anne A. MacNeil
Estate of Doris May Herridge	Estate of Helen Allen Stacey	Estate of Renee Lyons
Estate of Ethel Jean Southworth	Estate of Isabel Margaret McDowell	Estate of Stanley Rae Robins
Estate of Evelyn Fortier	Estate of John A Sanderson	Estate of Thomas Donald Upton

Life Insurance Pledges

Fraser Deacon	Ronald & Linda Knowles	Patricia Maguire	Andria Spindel
Michael Goodman	Jerry Lucas	John Near	

Charitable Remainder Trusts

Bernie Mandell

 **SPECIAL DONATIONS** *(continued)*

Golf Classic Sponsors

CG&B Group	Invacare	Mountainview Homes	Waverley Glen
Dell Lewis & Krall	Kino Mobility Inc.	Pride Mobility	

Special Events Sponsors

1948 Alliance	Delmar International Inc.	K. Mulrooney Trucking	Rogers Towing
Almag Aluminum	Dollar Giant Store Ltd.	Kubota Canada Ltd.	Shoppers Drug
Aon Reed Stenhouse	Durham Regional	LCBO	Mart Bayridge
ATX Incorporated	Police Association	London Police	Singleton Urquhart
Bluestone Properties	Empire Life	Macleod Dixon	Legal Counsel
BP Global	Field Law	McInnes Cooper	Stewart McKelvey
Braebury Homes	Genworth Financial	Nokia Employees	TD Bank Financial Group
Budd's BMW of Oakville	Gudmundseth	Social Fund	TD Bank (New Dundee)
Business in Vancouver	Mickelson LLP	Ogilvy Renault	Temec Engineering Group
Canaccord Capital	GVIC Communications	Open Road Motors	Tristone Capital
Canadian Depository for Securities Ltd.	Corporation	Osler, Hoskin & Harcourt LLP	Vale Inco
Canadian Tire (Sarnia)	Homestead	Otto Bock	WinBC
Carlson Marketing Canada	Land Holdings Ltd.	Peter Miller	
Catlin Canada	Hywynd Equities	Power Workers Union	
Caya-Communications	Iroquois Falls Squadron	Princess of Wales'	
Assistance for Youth	Jensen Building Ltd.	Own Regiment	
Dell Pharmacy	General Contractors	Rogers Communications Inc.	
	Jones Brown Inc.		

United Way Funders

United Way Sault Ste. Marie & District	United Way of Guelph & Wellington
Porcupine United Way Centraide	United Way serving Kitchener-Waterloo and the Townships of Wellesley, Wilmot and Woolwich
United Way of Thunder Bay	United Way of Cambridge and North Dumfries
United Way serving Kingston, Frontenac, Lennox and Addington	United Way of Sarnia-Lambton
United Way of Stormont, Dundas & Glengarry	United Way of London & Middlesex
United Way of Peel Region	United Way Toronto

Local Health Integration Network Funders

Central Local Health Integration Network	Mississauga Halton Local Health Integration Network
Central East Local Health Integration Network	North Simcoe Muskoka
Central West Local Health Integration Network	Local Health Integration Network
Champlain Local Health Integration Network	North East Local Health Integration Network
Erie St. Clair Local Health Integration Network	South East Local Health Integration Network
Hamilton Niagara Haldimand Brant	Toronto Central Local Health Integration Network
Local Health Integration Network	Waterloo Wellington Local Health Integration Network


SPECIAL DONATIONS *(continued)*
Gifts in Kind

Lauri Caradonna	Estate of J D A Campeau	Kingston Fire and Rescue	Standard Radio (Ottawa)
Guy Crombie	Estate of Brian Desauliners	Kingston Police	Stepping Stones Studio
Joan Fisher	Estate of Cecilie Hagadorn	Kingston This Week	The Chronicle Herald
Jaqueline Groves	Estate of Mabel Omstead	Kingston Whig Standard	The Dawghouse
Larry Hagadprn		Liquor Store Party Bar	The Radio Group
Beatrice Hart	106.9 The Bear	Musee Juste Pour Rire	The Standard Newspaper
Beth Holdsworth	96.9 Jack FM	NewCap Radio (Halifax)	– Osprey Media
Vince Jackman	A Channel News (London)	Odyssey Travel	The Weather Network
Gail Kelly	Adam's Gourmet Catering	Olson Foods and Bakery	– Pelmorex Broadcast
Maryann Larrivee	Astral Media (Toronto)	at Ravine	Sales (Toronto)
Olinda Lawrence	Bell	ONESTOP Network and	TransCanada
Caren Levy	CanTech Solutions	Fourth Wall Media	Pipelines Limited
Blake Little	CFB Kingston	Ontario Mapping Company	TV Cogeco
Don MacDonald	Chalet Studios	Paperman & Sons	Vermeer's Garden Centre
Marilyn McCuaig	CHUM Radio	Party Shoppe (Welland)	& Flower Shop
Patricia Morris	City of Kingston	Pizza Hut	Vogville Recording Studio
Leonard Omstead	Coca-Cola	Pizza Pizza	Westbrook Golf Club
Lisa Pittari	CORUS Entertainment	Q104	& Driving Range
Nell Randall	Digigraphics	Q107	Xerox Canada Ltd.
James Robertson	Ferguson Music Productions	Raven Street Studios	
Erin Stockman	Frontenac	RBC (Kingston)	
Sally Sumbler	Paramedic Services	Rogers Radio (Vancouver)	
Joseph Toby	Gotcha Covered	Rogers Wireless Express	
Ruth Walker	Heritage Gazette EMC	Singleton Urquhart	
Ann Whyte	House of Miracles	Legal Counsel	
	Kingston Feed & Farm Ltd.	Speaker's Forum	

GOVERNMENT GRANTS

Without government support and recognition of the needs of people with physical disabilities, many of our programs and services would not be possible. We thank the provincial and federal governments for their contributions.



Every effort has been made to ensure the accuracy and completeness of these important lists. We apologize for any errors or omissions.

Financial Statement

Notes to Consolidated Balance Sheet

Year ended March 31, 2009

- The organization's working capital (current assets less current liabilities) improved by \$522,000 (\$2.905 million from \$2.383 million).
- Accounts receivable decreased by \$1.2 million due to EHT refund received for 2004-2007.
- Many of the funds received by Ontario March of Dimes are designated for specific purposes and must be utilized within a prescribed timeframe. Unexpended grant funds are either carried forward to the following year or returned to the funder.
- Government advances are repaid on the timeframes as advised by the relevant government ministry.
- Overall fund balances increased by \$249,565 (2007-2008 was \$268,624).

ONTARIO MARCH OF DIMES Rehabilitation Foundation for the Disabled

CONSOLIDATED BALANCE SHEET

March 31, 2009, with comparative figures for 2008

	2009	2008
ASSETS		
Current Assets:		
Cash and restricted cash	4,291,302	3,414,469
Marketable securities	-	48,675
Accounts receivable	4,107,147	5,338,790
Due from associated organization	28,361	-
Prepaid expenses	434,977	517,576
Grants and allocations receivable	273,296	690,002
Total Current Assets	9,135,083	10,009,512
Restricted investments	923,122	1,137,801
Capital assets	3,365,403	3,743,777
Intangible assets - trademark	1,503,751	1,593,751
	\$14,927,359	16,484,841
LIABILITIES AND FUND BALANCES		
Current Liabilities:		
Accounts payable and accrued charges	\$4,299,462	5,253,126
Unexpended program grants and deferred revenue	633,288	486,190
Government advances	1,296,856	1,886,746
Total Current Liabilities	6,229,606	7,626,062
Deferred capital grants	1,199,185	1,412,192
Fund balances:		
Invested in capital and intangible assets	3,669,969	3,925,336
Capital Reserve Fund	575,000	550,000
Stabilization Reserve Fund	2,330,477	1,833,450
Board Restricted Funds	923,122	1,137,801
Total Fund Balances	7,498,568	7,446,587
	\$14,927,359	16,484,841

Financial Statement

ONTARIO MARCH OF DIMES Rehabilitation Foundation for the Disabled

CONSOLIDATED STATEMENT OF REVENUE AND EXPENSES

March 31, 2009, with comparative figures for 2008

	2009	2008
REVENUE		
Government grants	54,525,448	51,901,219
Program recovery	18,162,121	16,993,290
Fees and sales	13,074,238	13,358,359
Fundraising	5,719,577	5,839,694
Investment and other	812,303	940,954
	92,293,687	89,033,516
EXPENSES		
Programs		
Independent Living Services	39,298,822	38,020,744
AccessAbility® Services	11,924,855	11,933,504
Employment Services	33,917,613	31,347,959
Affirmative Business	402,346	866,294
Recreation and Integration Services	524,549	510,566
Peer Support Services and Conductive Education®	979,727	1,036,466
Issue Advocacy	286,907	224,007
Grants and Awards	68,755	37,876
	87,403,574	83,977,416
Fundraising	2,854,723	2,900,077
Donor Acquisition	764,214	727,030
Unallocated program and administration support	176,641	313,306
Amortization	844,970	847,063
	92,044,122	88,764,892
Excess of revenue over expenses	\$249,565	\$268,624

Notes to Consolidated Statement of Revenue and Expenses

Year ended March 31, 2009

1. Copies of the complete audited financial statements are available upon request or on our website at www.marchofdimes.ca.
2. Funds raised through charitable gaming and special events are included in Fundraising revenue.
3. Independent Living Services includes Outreach Attendant Care Services, Supportive Housing, Congregate Living facilities, Acquired Brain Injury Services, and Northern Medical Clinics.
4. AccessAbility® Services includes the Assistive Devices Program, Barrier-Free Design Consultation Services, DesignAbility® Program, and Home and Vehicle Modification Program.
5. These financial statements include funds for March of Dimes Canada, a national registered charity subsidiary.
6. Separate audited financial statements are available for Ontario March of Dimes Non-Profit Housing Corporation upon request. The other subsidiary organizations had no financial transactions to report, hence no statements are provided for 2008-2009.

Auditors' Report On Summarized Financial Statements

To the Board of Directors of Ontario March of Dimes (Rehabilitation Foundation for the Disabled)

The accompanying summarized consolidated balance sheet and consolidated statement of revenue and expenses are derived from the complete consolidated financial statements of Ontario March of Dimes (Rehabilitation Foundation for the Disabled) as at March 31, 2009 and for the year then ended on which we expressed a reservation in our report dated June 19, 2009. Our opinion stated that except for our inability to satisfy ourselves concerning the completeness of revenue from fundraising, the complete financial statements are, in all material respects, in accordance with Canadian generally accepted accounting principles. The fair summarization of the complete consolidated financial statements is the responsibility of management.

Our responsibility, in accordance with the applicable Assurance Guideline of The Canadian Institute of Chartered Accountants, is to report on the summarized consolidated financial statements.

In our opinion, the accompanying consolidated financial statements fairly summarize, in all material respects, the related complete consolidated financial statements in accordance with the criteria described in the Guideline referred to above.

These summarized consolidated financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the Company's financial position and results of operations, reference should be made to the related complete financial statements.



Chartered Accountants, Licensed Public Accountants
Toronto, Canada **June 19, 2009**

Who We Are

Officers of the Board

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Cameron Whale, *Secretary*
David Boyle, *Past Chair*
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Peter Rummyee, *Executive Committee*
David Self, *Executive Committee*

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Dinesh Gothi
Zora Jackson
Cindy Kottoor
Ray Li
Ralf Riekers
Blair Roblin
Jenelle Ross
Catherine Sherrard
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Anne-Marie Canning
David Fisher
Mark Lievonon
The Honourable David Peterson, P.C., Q.C.

Honourary Patron

The Honourable David C. Onley, O.Ont.
Lieutenant Governor of Ontario

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P.C., C.C., O.Ont., Q.C.
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The Honourable Hilary M. Weston, O.Ont.

Honourary Chair Paul Martin Sr. Society

The Honourable David Peterson, P.C., Q.C.

March of Dimes Canada

Honourary Chair & Spokesperson

William Shatner

Stroke Recovery Canada® Spokesperson

Bret "The Hitman" Hart

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President & Chief Executive Officer
Jerry Lucas
Vice President of Programs
Glenn Manderson*
Vice President of Corporate Resources
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Director of Fund Development & Communications
Derek Johnstone*
Director of Finance
Jim Bird
Director of Human Resources
Lee Harding
Director of Independent Living Services
Judy Quillin
Director of Employment Services
Gail Mores
Director of National Provincial Programs

*No longer with Ontario March of Dimes

ONTARIO MARCH OF DIMES' BOARD OF DIRECTORS



Courtesy of Ruth Kapleus

FRONT ROW (from left to right): Elizabeth Lounsbury, David Self, Blair Roblin, Paul Whitehead, Christy Smith-Worthylake

MIDDLE ROW (from left to right): Andria Spindel (President & CEO, OMOD), Suzanne Clancy, Richard Chartash, Jenelle Ross, Peter Rummye, Cameron Whale, David Boyle, John Humphries, Dr. Barbara Whyllie, Jerry Lucas (Vice President, OMOD), Catherine Sherrard, Catherine Bell

BACK ROW, behind sign (from left to right): Dr. David Logan, Allister Byrne

Our Vision: To create a society inclusive of people with physical disabilities.

Our Mission: To maximize the independence, personal empowerment and community participation of people with physical disabilities.



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