



MARCH  
OF DIMES  
CANADA

LA MARCHE  
DES DIX SOUS  
DU CANADA

MARCH OF DIMES CANADA

ANNUAL REPORT  
2016 - 2017



ONE STOP:  
OPPORTUNITIES FOR INDEPENDENCE

## 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 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 OUR 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.

## THREE KEY ATTRIBUTES THAT DIFFERENTIATE OUR ORGANIZATION WITHIN CANADA

### 1. SERVICE DIVERSITY

March of Dimes Canada provides a wide range of services to people with physical and other disabilities. We are a one-stop service provider, helping consumers achieve or sustain independence and remain active community participants.

### 2. BROAD CONSTITUENCY

March of Dimes Canada serves children and adults of all ages, with any physical disability, regardless of its cause. Our scope is expanding as we transition to a national organization.

### 3. OUR PHILOSOPHY

As both an advocate and service provider, we empower people with physical disabilities to live independently and actively at home and in the community.

# MODC

## ONE STOP: OPPORTUNITIES FOR INDEPENDENCE



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# PRESIDENT'S & CHAIR'S MESSAGE



**Andria Spindel**  
President and CEO



**Jenelle Ross**  
Chair, Board of Directors

*There have been many moments when I felt gratitude for the many accomplishments of the great team, both staff and volunteers, achieved at March of Dimes Canada. Together, we launched more programs, expanded our research portfolio greatly aided by Dr. Emily Nalder, our March of Dimes Paul J.J. Martin University of Toronto Professor. March of Dimes Canada also participated in creating a national Alliance for an Inclusive Canada, integrated programming with the Stroke Recovery Association of BC, expanded services to residents of Nunavut who have acquired brain injuries, generated increased donor funds, and more. This report speaks to how our “One Stop” approach benefits people with disabilities, and how we intend to continue to expand our services across Canada.*

*Over the past fiscal year we expanded services in western and central Canada resulting in operational growth of 10.2%. Key growth highlights included: adding additional community development staff; purchasing a vocational rehabilitation company, advocating for people with disabilities by contributing to government consultations on legislated standards for accessibility, and inaugurating our accessible mobile technology in two more cities. We succeeded in being awarded capital grants to expand our supportive housing portfolio through our subsidiary March of Dimes Canada Non Profit Housing Corporation which will serve more clients with affordable, accessible housing in Sarnia and Sudbury.*

*National expansion continues with March of Dimes Canada committees now operating in Vancouver, Edmonton, Calgary, Winnipeg, Ottawa, Toronto, London and Kingston, Montreal and Halifax. Other local committees will be developed in the coming year.*

*We have accomplished all of our 2013 – 2018 goals, so reset our plan to exceed those goals and have commenced developing our next strategic plan.*

*Volunteers are key to the success of March of Dimes Canada and contribute in many ways including as Directors, committee members, fundraisers and advocates. They also provide input into programs, and help identify needs on behalf of our consumers. We appreciate the hundreds of volunteers who support our initiatives, give leadership to this organization, and contribute to making Canadian society inclusive of persons with physical disabilities.*

*We extend heartfelt thanks for another successful year to our donors, funders, volunteers and employees. We are proud that together we are able to improve the lives of our thousands of consumers who rely on March of Dimes Canada and March of Dimes Canada Non-Profit Housing Corporation.*

*Sincerely,*

A handwritten signature in cursive script that reads "Andria Spindel".

*Andria Spindel, President and CEO*

A handwritten signature in cursive script that reads "Jenelle Ross".

*Jenelle Ross, Chair, Board of Directors*



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# *One Stop: Opportunities for Independence*

March of Dimes Canada is pleased to bring you stories about some of the people with disabilities whom we have had the privilege to support through the programs and services offered by our organization. A common theme throughout their stories is that they reached out to MODC for support with one specific disability need, and then discovered how we could support them in more areas to enhance their independence. Their stories underscore the value proposition that March of Dimes Canada offers people with disabilities, **One Stop: Opportunities for Independence**.

To learn about the range of our services that provide and enhance opportunities for independence, we invite you to follow the unique journeys of:

TYLER	TRACY
DOUG	SUCHETAN
NICK	DANIELLE
CHRIS AND SEAN	

We have made it easy for you to follow each person's journey by creating a colour legend that will help you learn more about each service they experienced.

*To tell us about your story, go to  
[www.marchofdimes.ca/Contact](http://www.marchofdimes.ca/Contact)*

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*Top: Tyler Austin (LIFE participant) playing the piano at a music therapy class.*

# TYLER'S *story*

## RECREATION AND INTEGRATION SERVICES

## L.I.F.E. PROGRAM

## CONDUCTIVE EDUCATION® PROGRAM

Tyler has been a familiar face around March of Dimes Canada's head office for the last four years as part of our LIFE program – Learning Independence for Future Empowerment. LIFE helps young people living with disabilities to transition into adulthood, and Tyler says it has helped him emotionally, physically, and socially.

One of the most positive aspects of LIFE for Tyler has been Conductive Education®, which is an innovative program of rehabilitation for people with neurological motor disorders. “What I do in Conductive Education makes me feel stronger and more in control,” he says.

When asked what stands out most in his memories of Conductive

Education, Tyler replies that its walking that he remembers about his very first class.

Tyler also appreciates the LIFE workshops, on budgeting and money management, which have helped prepare him for the ‘real world.’

These milestones and learning with others are important, of course. But so are fun, every-day activities, and LIFE provides plenty of those as well.

“The social outings give me a chance to get out in the community,” Tyler adds. “I love hanging out with my friends and meeting new people!”

MODC summer recreation program in Geneva Park is another favourite

activity for Tyler. The summer camp, which is offered through the Recreation and Accessible Travel Program, is always a summer highlight. If you ask Tyler, he'll say the best thing about the MODC summer recreation program is how relaxing it is. That, and winning prizes when they played Storage Wars.

Like most young adults, Tyler is ready for new experiences, and MODC is there to deliver.

“I just want to try different things,” he says.

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*To tell us about your story, go to [www.marchofdimes.ca/Contact](http://www.marchofdimes.ca/Contact)*





*Top: Tracy Schmitt - Author, motivational speaker, Paralympic triathlete, and accessibility advocate*

# TRACY'S *story*

## DESIGNABILITY PROGRAM

If anyone can speak to the depth and breadth of MODC programs, it's Tracy Schmitt.

A four-way amputee, Tracy has always lived with unique challenges and faced them head-on with humour, grace, and determination. We're very proud to say that MODC has been there with her for much of her journey.

Tracy started out as a consumer. Through the DesignAbility® Program – which provides custom-made devices for specific needs – Tracy's home became more accessible and daily tasks more convenient. Engineers who volunteer in the program created a hair-dryer holder with a pivoting tilt, a stool that was exactly the right height for her to use with or without her prosthetic legs, and a reacher customized so that she

## HOME AND VEHICLE MODIFICATION PROGRAM

can manipulate her faucet, stove, washer, and dryer.

Then Tracy found out about MODC's Home and Vehicle Modification Program (HVMP). She was 30, and had never had her own vehicle, but HVMP changed that. The program helped fund van modifications so she could drive independently, which allowed her to land her first full-time job.

"It was amazing," Tracy says. "Everything changed. It opened up my life. I remember driving home from work, and I had this craving for fish and chips. I really wanted fish and chips. And suddenly I realized I have the van. I can just go get fish and chips."

Tracy, being the adventurous sort, also jumped right in to our Accessible Travel Services. She

## ACCESSIBLE TRAVEL SERVICES

started with mountain-climbing, and says: "That very first time I went climbing, the person on the belay line asked if I'd stopped, and I realized that they weren't just lowering me. I was climbing and rappelling myself. But MODC had my back."

After that trip, Tracy went on to mountain-climbing in Nepal, sailing in Holland, and dog-sledding in Alaska.

The most exciting thing, to Tracy, is the way MODC works with partners who are looking to be more inclusive and accessible. "It's a legacy. MODC launches organizations and individuals."

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*To tell us about your story, go to [www.marchofdimes.ca/Contact](http://www.marchofdimes.ca/Contact)*



# PROGRAM OVERVIEW

March of Dimes Canada delivers services and supports in the community-based sector under four core program areas:

- AccessAbility® Services
- Community Engagement and Integration Services
- Employment Services
- Independent Living Services

The section below highlights key results from 2016-2017 for the departments within each program area.

## *Grading Explanation*

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Each year the organization undertakes a three-part program planning process which establishes goals and key performance indicators for all programs and departments. Management reports results to the Board at mid-year and year-end against these targets in scorecard format. The scorecard uses a green-yellow-red code to rate the degree of goal achievement.



Indicates targets were achieved or exceeded according to our key performance indicators (KPIs).



Indicates results fell short within a range of defined KPIs.



Indicates significant shortfalls or threats to success that need to be highlighted and addressed.





*Top: Participants with David Parry, Conductor for Conductive Education® Program's Adult Class*

# DOUG'S *story*

PEERS FOSTERING HOPE

APHASIA CAMP

NEXT STEPS WALKING PROGRAM

ART AFTER STROKE

Doug Napier is one of the 750,000 Canadians who live with the after-effects of a stroke.

Once the immediate crisis passed, and he'd been released from hospital, Doug was looking for ways to continue his rehabilitation. Fortunately for him, he discovered the Shaughnessy Branch of Stroke Recovery Association of BC (SRABC). SRABC is affiliated with MODC so he was also able to join MODC's Next Steps Mall Walking Program for Stroke Survivors.

"It was good for balance and mobility," Doug says. "And everyone there had had a stroke. We were helping each other out."

In addition to the physical impact of his stroke, Doug also lives with aphasia. MODC supported him there, too, when he went to the Sea to Sky Aphasia Camp. The camp is a MODC/UBC partnership that brings together people with aphasia, their family members,

and students. The camp offers an opportunity for all participants to connect with and learn from one another. There, he tried his hand at archery, went swimming, and took nature hikes in the gorgeous surroundings. He enjoyed it so much; he's attended three or four summers in a row. In that time, Doug has got to know some of the campers who he sees year after year.

The Sea to Sky Aphasia Camp is also where Doug got into singing.

"I got involved with a singing group," Doug says. "I like to sing, and we wanted to get our voices out there again. It's a way to express ourselves."

And the singing didn't end with camp. Doug belongs to a quartet that performed at Art After Stroke 2017. The fundraiser features art and performances by stroke survivors, and profits went to BC stroke recovery programs. It was

a way for Doug to give back while doing something he enjoys.

"There was overwhelming support," he says. "I think we did very well!"

Doug also gives back through the North Shore Stroke Recovery Centre's Hospital Visitation program. He's one of the many wonderful volunteers who visit recent stroke survivors in the hospital to let them know they're not alone, share their experiences, and just spend some time talking.

"I go and say hi," he says. "It puts a smile on peoples' faces."

"MODC is right there," Doug adds. "There's a positive attitude, and it encourages me to speak for myself as a person with aphasia."

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*To tell us about your story, go to [www.marchofdimes.ca/Contact](http://www.marchofdimes.ca/Contact)*





*Top: Doug Napier (singer and stroke survivor) with wife*





## Improving personal mobility and community accessibility for persons with disabilities

- Assistive Devices Program
- Assistive Mobile Technology Initiative
- AccessAbility Advantage<sup>®</sup>
- Barrier Free Design Consultation Service
- Home and Vehicle Modification Program

The Assistive Devices Program helps people with disabilities acquire and maintain devices essential to their independence. In 2016-17, the Assistive Devices Program received 3,460 applications, and funded 4,126 devices for 1,847 consumers. Total service value for these devices was \$2.24 million, with the program generating \$4.62 million for every dollar contributed by MODC. Diabetes, arthritis, Chronic Obstructive Pulmonary Disease and stroke were the most common disabilities among applicants. Sixty percent of applicants were seniors and 71% had incomes below \$20K.

This program also administers the Assistive Mobile Technology Initiative (AMTI), which has awarded 22 smart tablets and apps to consumers in five communities across Canada since the first program was initiated in Halifax in 2015.


MODC, in partnership with Quadrangle Architects, delivers consultation services to assist public, private and non-governmental organizations to meet the requirements of the Accessibility for Ontarians with Disabilities Act. In 2016-17, MODC was contracted by the Accessibility Directorate of Ontario to manage a project


to improve compliance by private businesses with the reporting provisions of the Act.


The Home and Vehicle Modification Program (HVMP) funding was unchanged from prior year. 851 grants totaling \$9.78 million were approved while 2,000 eligible applicants were denied funding estimated at a total of \$22.27 million due to a lack of funds. The findings of the longitudinal study, which indicate the financial and quality of life benefits of the program, were presented at eight conferences in 2016-17.



*Top: Instructor with a participant for a monthly meeting.*

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# Community Engagement and Integration Services

These services enhance independence, community participation and quality of life for people with disabilities.

- Aphasia and Communication Services
- Peer and Volunteer Support Services
- Conductive Education®
- Recreation and Accessible Travel Services
- Life Skills and Transitional Services



## Aphasia and Communication Services

This department brings together existing programs which serve people with communication barriers. Most participants either have cerebral palsy and are augmentative communicators or have survived a stroke and have aphasia. The largest program in this basket of services is the Local Health Integration Network (LHIN)-funded program operating

in the York and Durham regions. Other components of this service include five aphasia camps operating in partnership with local university-based Speech Language Pathology programs in BC, Alberta, Nova Scotia, Southern Ontario and Northern Ontario. The first Manitoba Aphasia Camp will be held in September, 2017. This program area also includes the

Breaking the ICE (Independence, Community, Empowerment) Conference for augmentative communicators in Ontario and the Breaking the ICE West Conference in BC which are held every other year. In 2017-18, Breaking the ICE Alberta will be a first in that province.



## Conductive Education® Program



Conductive Education builds on knowledge of neuroplasticity to increase physical literacy and independence for people with disabilities.

MODC discovered Conductive Education in 1990 and delivered our first program to adult stroke survivors in 1993. MODC expanded the program to serve children in 2002, and CE continues to be our largest program serving children and young adults. We now offer year round programs in Ontario, Alberta and Nova Scotia, including summer camps. In 2016-17, program enrollment grew by 15%,

largely due to increased demand from stroke survivors who have experienced the benefits of the program.

Our involvement with CE extends beyond Canada. MODC plays a leadership role in the Association of Conductive Education in North America (ACENA), and internationally to expand CE research in order to document its value for children and adults with neuro-muscular disabilities, and MODC was represented at the World CE Congress in Budapest last year.

*Top: Harvey at a Conductive Education® Program Class*



*Top: Steward, LIFE Program participant at Variety Village*



## *Life Skills & Transitional Services*

Life Skills and Transitional Services were developed to meet the needs of people with complex disabilities providing skill development, socialization and community engagement. The programs bring together a wide range of community partners to enrich the lives of the participants and increase their access to, and understanding of their community.

Learning Independence for Future Empowerment (LIFE) Programs in Toronto and Mississauga help young adults make a successful transition to adult services

and community living through learning the skills of self-care, self-expression and self-advocacy. This department also operates a community service hub in Thunder Bay and the Personal Effectiveness Training (PET) program for people with brain injuries in St. Catharines.

While all programs currently operate in Ontario, we hope to establish programs in other provinces in the coming years. A two week pilot LIFE program will be held in October 2017, to introduce the service to residents of Calgary.



## *Peers and Volunteer Support Services*

This department provides support for stroke and post-polio survivors, their families and caregivers. In 2016-17, research was initiated through the University of Toronto to determine the needs of the post-polio population, a cohort that is not growing and is facing the additional impacts of aging. Findings were shared at an international conference in Australia, and in 2017-18 further data will be gathered at a conference in Ontario and from groups in Canada and the United States.

Our stroke recovery programs

took a major step forward in 2016-17 with formal affiliation between MODC and the Stroke Recovery Association of British Columbia, doubling the size of our national program. MODC is in the process of developing a National Stroke Recovery Strategy with new services and resources to help stroke survivors across Canada. In 2016-17, we continued to build services to support stroke survivors transitioning hospital-to-home and home-to community re-engagement. Annually, this program provides information to assist new survivors and caregivers with self-management



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tools. MODC provides print and on-line materials, a warmline, and dozens of conferences, wellness events and information sessions. A new national web site is in development to support the thousands of Canadians affected by stroke each year.

Volunteers delivered Peer Support services to 65 chapters across

Canada. Hospital Visitation Program provided 7,600 survivor visits last year. DesignAbility® has expanded outside of Ontario, in partnership with college and university design and engineering programs, through design competitions, and through support from volunteers in other provinces.

DesignAbility®, which provides

skilled volunteers to make and modify devices to increase independence, provided 132 design solutions in 2016-17. BeFriending® matches volunteers with people with disabilities to provide social interaction. Our Befriending® program has evolved to include to those with Aphasia in a new program model.



## *Recreation and Accessible Travel Services*

This program promotes community engagement and quality of life by providing access to community events and activities, residential holidays and accessible travel opportunities. MODMobility® is a bus service operating in the Greater Toronto Area offering

group outings for people with mobility challenges.

This department is increasingly focused on providing recreation and leisure opportunities outside of Ontario. In 2016-17, in addition to MODC's summer residential

camp program in Ontario, week-long residential holidays were also provided in British Columbia and Nova Scotia, and we hope to extend this to Alberta in the near future.



*Top: Holidayer Paul Benoit and program staff participating in canoeing and other water related activities during the summer recreation program at Geneva Park.*





*Top: Mary Archer, tenant from Meynell House in Toronto, ON*



## *Employment Services*

Assisting people who experience barriers to employment to obtain and retain a job is the focus of this department.

In 2016-2017, MODC provided employment and vocational rehabilitation services to almost 11,000 Canadians who experience barriers to employment. Our largest program assists Canada's disabled veterans when they leave the military and want to pursue education, training and placement in careers outside of Canada's armed forces. MODC also provides

both assessment and placement services to injured workers, to people on social assistance and Canada Pension Plan Disability benefits. We also assist employees of Canada's House of Commons who are injured on the job.

MODC purchased a privately owned company in Victoria B.C., that provides employment and brain injury services. InFocus Rehabilitation Services is now part of MODC, and is our first Employment Service in British Columbia.



## *Independent Living Services & Non-Profit Housing*

Independent Living Services (IL) is MODC's largest program, providing 24/7 supportive housing, outreach attendant services, support to people living with acquired brain injury and to seniors requiring some support with activities of daily living, these are currently all in Ontario.

Over the past few years, MODC has expanded its fee-for-service support to people with acquired brain injury under contract to the governments of Nunavut and the North West Territories. In November 2016, MODC opened its first supportive housing program in Edmonton, Alberta for people from Nunavut. This is MODC's first IL program operating outside of Ontario. Service in Ontario grew by almost 500 consumers including many low acuity seniors and the

residents of a new supportive housing program in Toronto in the new Canary District.

March of Dimes Canada Non-Profit Housing Corporation is a separately incorporated registered charity which provides accessible, affordable housing that incorporates MODC's Independent Living Services. MODC Non-Profit Housing Corporation received funding to expand its home for the medically fragile in Sarnia and to build a new home in Sudbury for 12 individuals.

The Northern Medical Clinics Program brings medical specialists who are not readily available in their communities to northern Ontario. This program continues to grow in Northeastern Ontario, serving 1,132 patients in 2016-2017.



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## Advocacy Services

MODC continues to play a lead role in advocating for provincial and federal accessibility legislation. In Ontario, we have contributed to the review of AODA standards and consulted on new standards. MODC co-created the Alliance for an Inclusive and Accessible Canada (the Alliance), with 12 non-profit organizations and four consumer advocacy organizations. The Alliance is funded by the Federal government to host national consultations and develop evidence-based policy to contribute to the development of a first ever Federal accessibility law. We also continue to support the efforts of Barrier-Free advocacy organizations in BC, Newfoundland, Manitoba, Saskatchewan and Nova Scotia.

Our goal is to be an opinion leader and influence disability and non-profit sector issues and policies at all levels of government. To this end, we comment on key issues at all levels of government in Canada and provide a formal response, arrange dozens of opportunities for information sharing among organizations in the disability community and not-for-profit sector, and post our positions on our website and in our online

publication, *The Advocate*. We are also using the web to develop and market our MOD Minutes and Speaker series.

The Government Relations Department has also played an important role in MODC's expansion into the international arena.

In 2016, MODC participated for the third year in the United Nations Meeting of States Parties on the Convention on the Rights of People with Disabilities and the NGO side conference in New York. MODC is a member of The United Nations Economic and Social Council (ECOSOC), enabling MODC to participate in other international meetings as a Canadian representative. MODC presented BADIN's (Bridging, Aging and Disability International Network) in The Toronto Declaration and joined the UN Working Group on Aging.

In the same year, the BADIN group launched a web site, delivered four webinars through University of Toronto, fostered several research projects, and presented at the AGE-WELL (Aging Gracefully across Environments using Technology to Support Wellness, Engagement

and Long Life NCE Inc.) meeting and Canadian Gerontology Conference. MODC is a collaborator in one of twenty-four AGE-WELL projects and completed a 2 year study on the funding of assistive devices and technology across Canada.

In 2015, MODC was invited by the Federal government to join the International Initiative on Disability Leadership (IIDL) which resulted in our participating in and co-organizing the Canadian International Members meeting, and gaining visibility as a lead agency. This year, our CEO was a presenter at the International Initiative on Disability Leadership (IIDL) and Leadership Exchange in New Zealand and Australia, reporting on MODC's work since 2012 as coordinator of the Bridging Aging and Disability International Network (BADIN) and promoting the concept of "bridging" to other agencies and governments.

MODC will continue to raise its profile in other provinces through direct meetings with elected officials and identifying potential opportunities for service development.



*Top: March of Dimes Canada promotes Bridging Aging and Disabilities at the United Nations in New York – June 2017*



# Passport Program

Providing service planning and individualized funding from the Ontario Ministry of Community

and Social Services to individuals with developmental disabilities in the Ottawa Region. The program

added 300 consumers in 2016-17 and provided almost \$16M to the program participants.



# Research

The research program has grown substantially over the past year specifically due to three factors: third year funding of the March of Dimes Paul J.J. Martin Professorship at the University of Toronto, projects undertaken with BADIN and AGEWELL, and MODC's internal research projects. The department continues to evaluate services, oversee student placements and collaborate with university faculty on projects.

The department grew with the addition of two research assistants. MODC benefited

from the University of Toronto relationship with four funded projects, and 31 Master's and post-doctoral placements involved in 17 research projects, with MODC as co-investigator on 11 of those projects. The department participated in seventeen poster and conference presentations.

MODC also engaged a researcher to conduct a National Expansion Study which evaluated how MODC is performing on building a national brand and presence across Canada.

Consumer Satisfaction surveys continue to be a key performance indicator provided to programs by the Research Department. In 2016-17, reports were completed for Northern Clinics, Home and Vehicle Modification Program (HVMP), Assistive Devices Program (ADP), Assistive Mobile Technology Initiative (AMTI), Aphasia and Communication Disabilities Program (ACDP), Volunteer Services, Recreation and Accessible Travel. At the year end, the consumer surveys of Attendant Services and Employment Services clients were in progress.



*Top: Deborah Pal, Manager of Quality and Research, with Dr. Emily Nalder, Assistant Professor from University of Toronto's March of Dimes Paul J.J. Martin Early Career Professorship pictured with Home Modifications poster presentation.*



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# CONSUMER SATISFACTION SURVEY

<i>Program</i>	<i>Previous Survey (%) Satisfied</i>	<i>Current Survey (%) Satisfied</i>
Attendant Services	92%	94%
Assistive Devices® Program	95%	98%
Home and Vehicle Modification® Program	95%	94%
Recreation and Accessible Travel	91%	100%
Conductive Education® Program	100%	100%
Acquired Brain Injury	91%	90%
Aphasia and Communications Disabilities® Program	96%	100%



*Top: (L-R) Barbara, Recreation and Accessible Travel Participant with Pauline Berry, Community Coordinator at a MixAbilities event.*





*Top: Suchetan Bajaj (MODC world traveller) on his last recreation trip to Orillia, ON.*



# SUCHETAN'S *story*

## HOME AND VEHICLE MODIFICATION PROGRAM

The work we do at MODC can bring us very close to our consumers. Sometimes we get to be part of their lives for years, which is a wonderful privilege. Suchetan Bajaj was one of them.

Suchetan's family first accessed our Home and Vehicle Modification Program to modify their house for both Suchetan and his sister. Specifically, HVMP helped to fund a ceiling lift and renovate the bathroom to make daily life safer and access more convenient.

"I can't tell you what a difference it made," says Suchetan's mother Jasvander. "We were lifting both children, so the ceiling lift was really a blessing. And the bath trolley – we could get them into the bath, use it as a change table, get them dressed, and be ready for the day. Suchetan wanted to be

## RECREATION AND INTEGRATION SERVICES

independent," Jasvander adds. "He was smart, and he came to MODC looking for activities and peers to stimulate his keen mind. He'd been to other groups but hadn't found the right fit. So he tried some outings with MODC's Recreation and Integration Services, using our ModMobility® bus to get there."

Then Suchetan turned to our Accessible Travel Services.

"He'd wanted to travel for years," Jasvander says. "To see the world. But we couldn't manage on our own. Then we found MODC, and he went on every trip he could."

Suchetan's first trip was to Vancouver to watch the Paralympic Games, which he loved.

"The only problem he had was that they didn't know how to do his hair," Jasvander laughs.

## MODMOBILITY

"He had long hair."

He also went to Calgary (for the Stampede), Las Vegas, Mexico, and the Caribbean (twice).

"He was just happy being out there with people," Jasvander adds. "I think those trips were the highlight of his life. And I enjoyed them, too. I wouldn't have done 1/8 of the travelling I did without MODC."

Suchetan's last outing was a boating trip in Orillia. Sadly, he passed away soon after. Our very deepest condolences to his family, and thanks to Jasvander for sharing his story.

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*To tell us about your story, go to [www.marchofdimes.ca/Contact](http://www.marchofdimes.ca/Contact)*

## *March of Dimes Canada's Board of Directors 2016-2017*



*Back Row: Tony Barros, Alan Lipszyc, Janet Candido, Graham Todd, Trent Pringle Middle Row: Catherine Sherrard, Elizabeth Greville, Michael Cole, Cameron Whale, Dr. Luis Barreto, Patricia Peel, Blair Roblin Front Row: (Seated) Dr. Faisal Saeed, Lynne Wagner, Michael Claener, Peter Rummye, Lauri Brunner, (Seated) Elizabeth Lounsbury, Catherine Bell Absent: Jenelle Ross, Allister Byrne, Darlene Homonko, Adam Cieply, and Alan Barkin*



# ADMINISTRATION & GOVERNANCE

Over the past 65 years, MODC has developed strong, reliable and efficient administrative systems which support our programs, employees, and operations, and ensure compliance with government regulations, legislation and funder requirements. These are described in more detail in the Management Discussion and Analysis (MD&A) section of this report.

The Administrative or infrastructural departments of MODC include Human Resources, Corporate Services, Finance, Information Technology, Fund Development, Marketing and Communications, Information and Technology. As described in the Management

Discussions & Analysis (MD&A), we continue to develop new and innovative procedures, implement and adapt new technologies, and enhance our skills to support and deliver an increasingly diverse and complex range of services in a growing number of jurisdictions. The quality and efficiency of these departments led us to offer these infrastructural services to other NGOs through a business services department, a growing part of our operations.

## Executive Management



**Andria Spindel**  
President & Chief Executive Officer



**Chris Harrison**  
Chief Administrative Officer

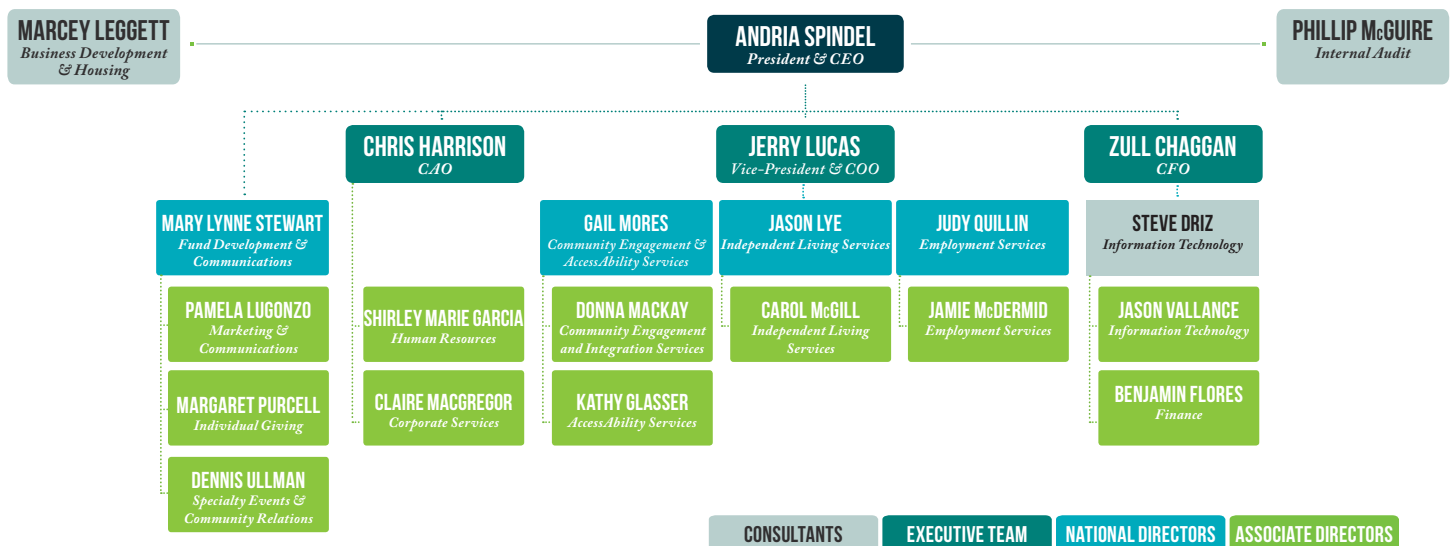


**Jerry Lucas**  
Vice-President & Chief Operations Officer



**Zull Chaggan**  
Chief Financial Officer

## Management Structure



# March of Dimes Canada Board of Directors

## 2016 – 2017

**Jenelle Ross**

*Chair*

**Cameron Whale**

*Vice-Chair*

**Peter Rummye**

*Treasurer*

**Michael Cole**

*Secretary*

**Blair Roblin**

*Past Chair*

### Directors

*Elizabeth Lounsbury*

*Alan Lipszyc*

*Faisal Saeed*

*Alan Barkin*

*Allister Byrne*

*Dr. Luis Barreto*

*Tony Barros*

*Catherine Bell*

*Lauri Brunner*

*Janet Candido*

*Adam Cieply*

*Charan Kumar Bommireddipalli*

*Elizabeth Greville*

*Dr. Darlene Homonko*

*Patricia Peel*

*Trent Pringle*

*Catherine Sherrard*

*Lynn Wagner*

*Michael Claener*

## Board of Directors and Management Roles

Our success is also dependent on the strong volunteer leadership of our Board and its committees:

**Executive | Finance | Risk and Audit | Investment | Pension | CEO Evaluation  
Executive Compensation | Nominating and Governance**

<i>Management</i>	<i>Board</i>
Develops plan and budget for approval by Finance Committee and Board of Directors	Annual approval of operational plans and budgets
Develops strategic plan with input from all levels and recommends to Board of Directors	Strategic plan review and approval
Develops new program proposals and forwards to Board or appropriate committee for approval	New programs approval, signatures on plans with funding
Supports Executive Compensation Committee in analysis, surveys, and formulation of recommendations; supports all committees of the Board.	Receives CEO evaluation and recommendations; salary and compensation policy approval; corporate goals approval and receives recommendations from Board Committees for approval
Prepares statements for Board and auditors. Develops and negotiates operational contracts within approved budgets	Recommends auditors for members' approval. Approves audited financial statements and external contracts or audits as required by funders
Recommends capital expenditures and financial policies first to Finance Committee and then Board	Approves capital expenditure plans, stabilization and other reserves, financial policies, governance and board policies
Prepares material, identifies issues, risks and opportunities, drafts policies and agendas for discussion	Approves agendas; reviews and adopts financial statements, all committee reports and makes decisions on committee recommendations and management recommendations relevant to governance matters



# MANAGEMENT DISCUSSION & ANALYSIS

## *Introduction*

The following discussion and analysis should be read in conjunction with the audited financial statements and accompanying notes. The financial

statements have been prepared in accordance with the Canadian accounting standards for not-for-profit organizations. All amounts are expressed in Canadian dollars.

Any reference to “we” or “us” or “our” refers to March of Dimes Canada (MODC).

## *Financial Management and Performance*

The Finance Department is responsible for financial planning and analysis, management and reporting for MODC and its subsidiaries. The department ensures compliance with both the Canada Revenue Agency and the Canadian Accounting Standards for Not-For-Profit organizations. The corporate Finance team is responsible for treasury, budget development, financial transactions, contract and lease management, audit and all financial policies and procedures. In addition, four financial service managers provide direct support to three program departments, businesses, fund development, administrative departments and the MODC Non-Profit Housing Corporation.

2016-2017 was an excellent financial year for MODC. Gross revenue increased by 10.15% over 2015-2016 to \$124.3 million, and generated a net operating surplus of \$3.48 million. Surplus as a percentage of total revenue was 2.8%, and over 97% of the

total revenue raised was spent on programs and operations during the fiscal year. In 2016-2017, 96.7% of gross expenses and 91.1% of net expenditures were spent on program delivery, up from 90.9% in 2015-2016. Administration and amortization accounted for 6.7% of expenditures, compared to 6.6% in 2015-2016, and Fund Development accounted for 2.2% of total expenditures, down from 2.5% in the prior year.

Fee-for-service program revenue grew by \$5 million and represented 44% of revenue growth. The majority of the new revenue was related to our Employment Services programs and a new supportive housing program in Edmonton, Alberta serving consumers with acquired brain injuries, funded by the government of Nunavut. Government grants grew by \$3.7 million, most received from Local Health Integration Networks for services to seniors and people with disabilities in Ontario. These grants accounted for 32.6% of

the new funds. The Passport Program recoveries, which reflect an increase in payments from the Ministry of Community and Social Services to clients in the Ottawa Region, increased by \$1 million or 8.9% of new funds, while Fund Development and investments each accounted for 7% of the revenue growth.

\$41.2 million or 34.1% of expenditures were not charged any administration, either precluded by policy, government contract or because they are within administrative cost centres. This includes all home and vehicle modification grants, assistive device expenditures on device acquisition and maintenance, and consumer expenses under the Passport Program. Excluding these, the true cost of administration is 9.9% on all program activity.

At year end, total assets as of March 31, 2017 were \$34.6 million, up from \$29.7 million the previous year. Cash and cash equivalents were \$15.8 million, down from

# CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As at the year ended March 31, 2017 with comparative figures

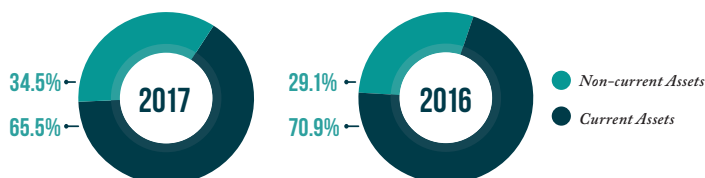
## NOTES TO CONSOLIDATED STATEMENT OF FINANCIAL POSITION

These consolidated financial statements have been prepared by management in accordance with Canadian accounting standards for not-for-profit organizations in Part III of the Chartered Professional Accountants of Canada Handbook.

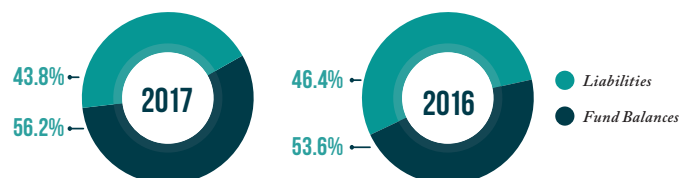
- Capital assets are recorded at cost less accumulated amortization. Land associated with the 10 Overlea Boulevard, Toronto property is recorded at deemed cost, being its fair value at April 1, 2011. All other land is recorded at cost. Amortization is recorded at base and annual rates, which are expected to amortize the net cost of these assets over their estimated useful lives.
- Working Capital (current assets less current liabilities) improved by \$0.37M (\$9.212M from \$8.842M).
- Restricted investments of \$5.111M represents market value of investment portfolio for Board of Directors directed Ability & Beyond and infrastructure funds.
- Accounts Receivable includes receivables \$3.172M from Trade receivable, \$2.233M from Programs as of March 31, 2017. Receivable from the Non-Profit Housing Corporation (NPHC), consists of a balance of \$0.190M for the purchase of land in Sudbury for a congregate living facility, and \$0.115M for disbursements made on behalf of that organization.
- Many of the funds received by March of Dimes Canada are designated for specific purposes and must be utilized within a prescribed time frame. Unexpended funds are either carried forward or returned, depending on the decision of the funder.

	2017	2016
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and restricted cash	\$ 11,702,882	\$ 12,776,902
Short-term investments	4,064,928	4,022,477
Accounts receivable	5,993,594	3,412,124
Amount due from NPHC	305,813	-
Prepaid expenses	456,262	793,945
Grants and allocations receivable	112,905	57,999
<b>Total Current Assets</b>	<b>\$ 22,636,384</b>	<b>\$ 21,063,447</b>
Restricted investments	5,111,055	2,273,046
Capital assets	5,417,289	4,954,879
Intangible assets	1,413,751	1,413,751
<b>Total Assets</b>	<b>\$ 34,578,479</b>	<b>\$ 29,705,123</b>
<b>LIABILITIES AND FUND BALANCES</b>		
<b>Current Liabilities</b>		
Accounts payable and accrued charges	\$ 8,062,652	\$ 8,340,081
Amount due to NPHC	-	240,171
Unexpended program grants and deferred revenue	1,648,265	1,331,189
Government advances	3,712,635	2,309,623
<b>Total Current Liabilities</b>	<b>\$ 13,423,552</b>	<b>\$ 12,221,064</b>
Deferred capital grants	1,737,156	1,547,274
<b>Total Liabilities</b>	<b>\$ 15,160,708</b>	<b>\$ 13,768,338</b>
<b>Fund Balances</b>		
Invested in capital and intangible assets	\$ 5,093,884	\$ 4,821,356
Internal restricted funds		
Capital Reserve	1,466,667	1,237,795
Stabilization Reserve	6,880,271	5,966,057
Major IT Capital Reserve	1,250,000	1,000,000
Minor Capital Reserve	825,000	250,000
Ability and Beyond	3,901,949	2,661,577
<b>Total Fund Balances</b>	<b>\$ 19,417,771</b>	<b>\$ 15,936,785</b>
<b>Total Liabilities and Fund Balances</b>	<b>\$ 34,578,479</b>	<b>\$ 29,705,123</b>

## TOTAL ASSETS



## TOTAL LIABILITIES & FUND BALANCES





# CONSOLIDATED STATEMENT OF REVENUE AND EXPENSES

For the year ended March 31, 2017 with comparative figures

	2017	2016
<b>REVENUE</b>		
Government and other grants	\$ 79,325,369	\$ 75,594,744
Fees	21,267,144	16,230,582
Program recovery	15,523,012	14,500,434
Fundraising	6,737,285	5,914,518
Investment and other	1,403,275	558,337
<b>Total Revenue</b>	<b>\$ 124,256,085</b>	<b>\$ 112,798,615</b>
<b>EXPENSES</b>		
<b>Programs</b>		
Independent Living Services	\$ 66,322,118	\$ 60,129,607
Employment Services	17,462,480	15,340,175
AccessAbility® Services	12,134,926	11,992,223
Passport Services	15,964,517	15,252,726
Community Engagement and Integration Services	4,346,357	3,829,649
Information Advocacy Services, Grants and Awards	500,257	932,758
<b>Total Program Expenses</b>	<b>\$ 116,730,925</b>	<b>\$ 107,477,138</b>
Fundraising	2,065,933	2,169,250
Donor acquisition	567,503	627,475
Administration	7,695,940	6,808,497
Administration recovery	(6,705,491)	(6,406,527)
Amortization	420,289	508,689
<b>Total Expenses</b>	<b>\$ 120,775,099</b>	<b>\$ 111,184,522</b>
<b>Excess of revenue over expenses</b>	<b>\$ 3,480,986</b>	<b>\$ 1,614,093</b>

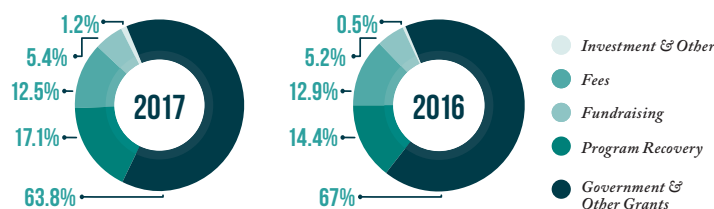
## NOTES TO CONSOLIDATED STATEMENT OF REVENUE AND EXPENSES

1. Funds raised through charitable gaming and special events are included in Fundraising revenue.
2. Independent Living Services includes Outreach Attendant Care Services, Supportive Housing, Acquired Brain Injury Services and Northern Medical Clinics.
3. AccessAbility® Services includes the Assistive Devices Program, Barrier-Free Design Consultation Services, DesignAbility Program and Home and Vehicle Modification® Program.
4. Community Engagement and Integration Services includes Conductive Education® Program, Aphasia and Communication Services, Peer and Volunteer Support Services, Stroke Recovery, DesignAbility, Life Skills and Transitional Services as well as Recreational and Accessible Travel Services.
5. Separate audited financial statements are available for March of Dimes Canada Non-Profit Housing Corporation, upon request.

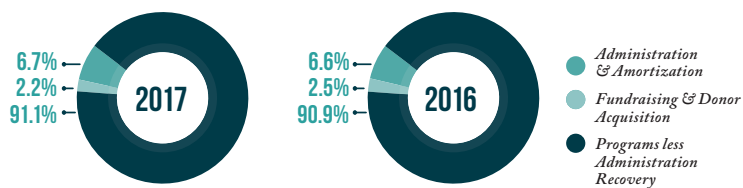
## CASH FLOW COMMENT

- Overall cash decreased by \$1.032M.
- Operating activities provided a total of \$2.248M cash due to surplus from operations as well as unexpended funds.
- Financing activities provided \$0.302M from deferred capital grants.
- Investing activities consumed a net of \$3.581M was driven by the acquisition of restricted investments (\$2.698M) and purchase of capital assets (\$0.883M).

## REVENUE BY SOURCE



## EXPENSES BY CATEGORY



\$16.8 million. Working capital grew to \$9.21 million, up 4% from \$8.84 million at the same time last year.

Total capital purchases were \$0.882 million, and net capital assets grew from \$4.95 million to \$5.42 million. Amortization of funded and non-funded assets was \$420,289.

The 2016-2017 operating surplus of \$3.48 million represents 2.8% of total revenue for the fiscal year. MODC has established a number of funds and reserves which permit investment in new programs and research, addresses capital needs, cash flow, and protects the organization to ensure continued financial viability against loss of business or financial shortfalls. During 2016-2017, \$1.25 million was expended from these funds on services, program development, research, and capital expenditures. At the end of the 2016-2017 fiscal year, surplus funds were transferred, by Board resolution, to the following funds:

- **Assistive Devices Hardware Fund:** In 2017, the Board established this fund with an allocation of \$200,000 to meet increased demands for service, including emerging technology and service outside of Ontario.
- **Housing Development Fund:** This was initially established to conduct feasibility studies, and all necessary professional services that support expanding the availability of affordable, accessible supportive housing, but not actual construction. The intent has been broadened to address building supportive housing to be managed and owned by MODC's Non-Profit Housing Corporation. The Board approved adding \$500K to this fund.

## WHERE YOUR MONEY GOES | *fiscal 2016-2017*



*Programs*



*Administration & Amortization*



*Fundraising*

- **Program Development and Evaluation Fund:** In 2012, this fund was created to pilot and evaluate new models of service, especially outside of Ontario. This is necessary as we move into provinces where MODC is not yet an established service provider. The Board allocated \$300,000 for this fund.
- **Sydney Cope Recreation Fund:** This fund supports the MODC recreation program and includes such as the purchase of major capital items such as an accessible bus required for recreation by consumers, \$25,000 was added to this fund.
- **The Major IT Capital Fund:** This fund was created following the 2014-2015 fiscal year to fund future major Information Technology software acquisition, major hardware replacement costs, implementation of new systems and extraordinary costs related to MODC's IT systems and cyber-security. The Board allocated \$250K to this reserve.
- **The Major Capital Reserve Fund:** This fund covers major capital projects for repair or replacement at MODC national headquarters. The Board allocated \$400,000 to this fund toward supplementing, expanding or replacing the current head office and program facility.
- **The Minor Capital Reserve Fund:** This was created in 2016 to be used for equipment and furnishings. Previously, the Stabilization Fund was used for this purpose. \$575,000 was allocated, equivalent to the 2017-2018 minor capital budget.
- **The National Stroke Recovery Strategy Fund:** Stroke Recovery is an important national program initiative for MODC. These funds will help to raise awareness across Canada of Life After Stroke programs and services, provide on-line information and support, and fund the continued development of stroke recovery programs and initiatives across Canada. \$250,000 was allocated to seed this new fund.
- **The Stabilization Reserve Fund:** This fund provided working capital and ensures continued financial viability against loss of business or financial shortfalls. The goal is to build this fund to a size equivalent to three-to-six months of non-funded operating costs. The board allocated \$980,000 to bring the fund balance to \$6,880,271. This represents 67% of the fund target or 4 months of non-government-funded operating costs.



# PROGRAM PERFORMANCE

MODC tracks both the number of consumer services delivered and the number of service hours each represents. Both are reported to realistically portray the volume and intensity of each service, as these vary significantly. Either statistic alone does not provide a true picture of service volume. For example, some services are delivered in groups and some to individuals. Some are short and infrequent, such as the provision of information, while others such as personal care are delivered with greater frequency and intensity.

In 2016-2017, the total number of consumer service hours exceeded 4 million. Independent Living

Services grew by 239K hours primarily due to the transfer of low acuity senior's services from the Community Care Access Centres, and the opening of new supportive housing programs in Toronto, Ontario and Edmonton, Alberta. Employment Services grew by 13% reflecting the growth in program contracts and activity, particularly in service to Canadian veterans. Recreation and Travel service hours accounted for most of the drop in consumer services from prior year due to the one-time service to the Pan Am Games in 2015-2016 which was not replicated in 2016-17. Accessible travel outside of Canada decreased, due to the

weak Canadian dollar, and was replaced with shorter travel to Canadian destinations, one-day trips and residential programs in Ontario, British Columbia and Nova Scotia. Growth in Peer Support and Volunteer Services reflects the affiliation with the Stroke Recovery Association of British Columbia, which took effect in April, 2016.

In 2016-2017, MODC negotiated the purchase of a private company, InFocus Vocational Services, in Victoria, BC. This was the first such transaction by MODC and positions the organization to provide provincially-funded Employment Services and Brain Injury Services for the first time outside of Ontario.

Program	Number of Consumer Services			Total Service Hours		
	2015/16 Actual	2016/17 Forecast	2016/17 Actual	2015/16 Actual	2016/17 Forecast	2016/17 Actual
Independent Living Services	4,966	4,800	5,424	3,001,170	3,005,205	3,244,053
Employment Services	9,850	9,500	10,771	297,400	300,000	340,137
Passport Program	2,525	2,000	2,011	16,700	17,000	17,100
AccessAbility® Services	8,965	9,000	8,032	83,000	83,000	81,675
Recreation/Travel	13,119	8,750	10,283	158,048	80,000	84,350
Life Skills/Transition	12,700	8,500	8,760	106,480	88,000	114,516
Peer Support Services	22,550	28,000	27,500	122,400	150,000	145,000
Conductive® Education	300	325	346	8,077	8,500	7,750
Alternative Services	445	450	400	12,440	12,500	11,500
<b>TOTAL</b>	75,420	71,325	73,527	3,805,715	3,744,205	4,046,091

## *Planning and Evaluation*

Annual program plans are developed by all managers and submitted to the COO who creates a consolidated plan for presentation to the Board each March, prior to April 1<sup>st</sup> implementation. All plans relate to strategic goals from our five-year strategic plan and each plan's goals and objectives cover three areas: on-going activities, new or expanded initiatives, and quality improvements. Each objective has measurable performance indicators and each plan must identify related risks and mitigation strategies. The current Five Year Strategic Plan was approved by the Board in March 2013. It is available on-line to any interested party. A new five-year plan, covering the period from 2018-2023 is in preparation and will be brought to the Board in March 2018. Plans are evaluated twice each year: at forecast in November and following the end of the fiscal year and completion of the audit in July.

The Program Research Department coordinates consumer satisfaction

surveys, completed confidentially and provides critical feedback to management to improve service delivery. No significant changes in consumer satisfaction from prior surveys were identified in any program.

All programs establish key performance indicators that include measures related to program efficiency and effectiveness, service volumes, and participant satisfaction. With the exception of the variances noted under the program performance section, service goals were met.

In 2014, MODC entered into a partnership with the University of Toronto's Department of Occupational Science and Occupational Therapy, and established the March of Dimes Paul J.J. Martin Early Career Professorship for a total commitment of \$1.5 million over 6 years. The focus of the professorship is on Brain Injury and Community Re-Engagement. Through this relationship, 31

masters and post-doctoral students have participated in 17 research projects, 11 as co-investigators. Seventeen poster and conference presentations took place last year. These projects relate to the MODC mission and all help us gain insight into the needs of those whom we serve or might serve in the future.

In 2016, MODC commissioned an external review to evaluate national expansion activities over the past decade since MODC has transitioned from a provincial organization into a national organization to expand services throughout Canada. The survey particularly focused on areas of Canada where MODC has established a local presence since 2011; interviews were conducted with 60 organizations across the country. Findings showed that most see MODC as a desirable partner, identified gaps which MODC could fill in the future, and stated a lack of clarity about what MODC does.

## *Quality Improvements*

March of Dimes Canada's ability to provide a wide array of unique and vital services to an increasingly diverse clientele across Canada is increasingly supported by a focus on evidence-based practice and consumer evaluations. Scope focuses on quality service design, attention to efficiency and cost effectiveness in service delivery and administration, the development of quality systems and performance metrics, attention to risk assessment and mitigation, strong and comprehensive employee training.

▪ **QUALITY SYSTEMS:** In 1992, MOD adopted a Quality Services Policy and in 2002 achieved ISO certification for its Independent Living Program and related administrative systems. In 2015, the Home and Vehicle Modification Program also received ISO certification. In 2016-17, both programs had clean audits with no non-conformances or recommendations coming from the external auditor. In 2015, MODC achieved Imagine Canada's

accreditation and earned their Trust Mark. This past year, we continued to develop our key performance indicators (KPIs) and tracking systems, to monitor outcomes based on measurable results and addressed issues which arose from the data. We have also advised a major funder and other agencies on the development and use of KPIs. All manuals and forms are reviewed and updated regularly and MODC's intranet is increasingly being developed to support the



internal communication of staff teams which are geographically dispersed.

- **TRAINING:** MODC continues to grow and develop our training programs, including offerings to other organizations. Over 100 on-line courses are available, many of which provide continuing education credits toward certification for Vocational Rehabilitation Professionals. In 2016-17, following a study into the training needs of our sector, the MODC Training Institute was launched, adding value to MODC's presence and capacity to develop and serve external organizations.
- **HEALTH & SAFETY:** MODC has a strong commitment to Health and Safety and received a \$370K Workplace Safety & Insurance Board rebate due to our improved ratings related to decreased workplace injury and lost time. MODC is compliant with all Ministry of Labour Health and Safety training requirements. In response to new standards and protocols

initiated by the Ontario Fire Marshall's office, MODC worked with local Fire Marshalls to review and update the fire safety plans and procedures for all Independent Living Service sites and implemented staff training over the past year.

- **EFFICIENCY AND COST EFFECTIVENESS:** MODC is very aware of its responsibility as guardian of our resources, and is always looking for opportunities to improve efficiency and cost effectiveness without compromising service or service quality. Last year was no exception as we streamlined processes in finance, human resources and purchasing, improving reconciliation of employee data between IT and payroll, automating the travel claims process, negotiating reduced benefit costs, and providing employees with target date funds as an improved default pension investment option.
- **EXPANDED ROLE IN RESEARCH:** MODC continued to implement action plans developed from

our triennial review of employee satisfaction through our Quality of Work Life survey conducted last in 2015. The March of Dimes Paul J.J. Martin Professor has enabled MODC to broaden the review of our programs and better document their impact on consumer quality of life and community engagement. As well, MODC adopted a more evidenced-based approach to all stroke recovery services which will lead to an expansion of these services over the coming years.

Research expanded with relationships nationally/internationally supported by two research assistants under supervision of MODC's Manager of Data/Quality & Research.

- **LEGISLATIVE COMPLIANCE:** All programs and departments are focused on compliance with government regulations, particularly as we move into new provincial and territorial jurisdictions with legislative and regulatory frameworks different from those in Ontario.

## *Understanding and Managing Risk*

March of Dimes Canada established an enterprise risk management framework in 2002, with management implementing an organization-wide program for tracking and monitoring risk. A Risk and Audit Committee is responsible for overseeing management's performance in risk identification and mitigation, as well as reviewing work of both the Internal Audit Consultant and the

external auditors. The Committee reviews management reports on various compliance requirements and reports all audit results to the Board of Directors. In 2015-2016, all programs and departments were asked to undertake a full review of their risk and control ratings and develop a new profile of risk for their perspective departments. This led to a revision of the top risks confronting MODC.

The Internal Audit Consultant (IA) supports the external audit and the internal ISO audit process. As well, the IA initiated audits of contract management, travel and entertainment expense policies and blanket purchase orders. On an annual basis, the Internal Audit Consultant reviews the expenses of the CEO and President to ensure compliance with MODC policies and to report to external funders.

MODC also has a whistleblower policy in place which is monitored by the Internal Audit Consultant and the Risk & Audit Chair. There were no calls received in 2016-2017.

A Cyber Security & Information Consultant has been contracted and the topic has high priority at MODC. An independent audit was initiated.

The March of Dimes Canada Non-Profit Housing Corporation contracted a property management firm to replace its manager, thus improving quality of service, service continuity and risk mitigation.

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

- The majority of the organization's funds come from government and crown corporations in the

form of grants or fees to purchase specific services. The organization is therefore vulnerable to changes in legislation, government funding priorities or policies affecting its approach to service delivery, contract changes, retendering, or non-renewal of contracts.

- Most revenue received is designated for specific uses and cannot be retained or used for other purposes.
- March of Dimes Canada is vulnerable to changes in the political, economic and social environments which affect funding through purchased services or donor support.
- A number of key services are dependent on discretionary dollars raised through fund

development, business operations and proprietary services. These programs are at risk when budget targets are not achieved.

- Strategic goals, such as building the brand and expanding services across Canada require an investment of funds and community building with little guarantee of immediate return on the investment.

Our Government Relations and Advocacy Department, in conjunction with senior management, monitors government policy and identifies opportunities and risks while cultivating proactive relationships with government at senior levels to promote the issues impacting people with disabilities, as well as to address issues affecting the organization or sector.

## *Human Resources*

Over the past year, the Human Resources Department continued to strive for excellence while providing the best quality of work life to all our employees. The efforts of the members of the department were recognized when the department was awarded the March of Dimes Canada (MODC) President's Award for team of the year.

The environment in which we operate has become more challenging as we grow across Canada and operate under varying workplace legislation. It is important to note that although we have experienced significant growth and added complexity, the Human Resources Department has

implemented significant positive changes that have impacted the work lives of our staff and have had a positive impact on the bottom line. This has been accomplished with maintaining the same departmental headcount over the last six years. The Human Resources Department is truly a model of efficiency and effectiveness.

To fully understand MODC, it is important to know what our workforce looks like.

### **Headcount**

MODC is growing. Over the last three years, our permanent staff count has grown from 1,597 staff

to 1,855 staff. An increase of 16%.

### **Diversity**

MODC has a diverse workforce. Our employees represent the communities in which we provide services. Representation from each of the designated groups under the Federal Employment Equity Act has increased; 89.5% of staff are female; 3.2% are aboriginal; 21.8% are visible minorities; 8.3% of our non-front line staff have a disability.

### **Age**

Although most workforces are aging, the average age of an MODC employee has decreased slightly from 43 in 2014 to 42 presently.





*Right: (L-R) HR and Payroll Team: Diana Szeller, Betty Zhang, Angel Martyn, Shirley-Marie Garcia, Melissa Henderson, Hanna Wiles, Keith Duncan, Lily Lee, Elyssa Hassanali, Chris Harrison, Cecilia Romilla, Cynthia Dawson, Sara Pandey, Carolyn Kennedy, and George Saad.*

## *Performance Management and Compensation*

All employees are individually evaluated annually based on a comprehensive performance contract and set of core competencies for their particular job. Managers are also evaluated based on achievement of program goals and key performance indicators in their annual program plans. Pay is based on merit under

a comprehensive salary structure with regular comparators to similar organizations. The policy of March of Dimes Canada is to provide fair compensation, and to be in the mid-range in the marketplace regarding pay levels for all staff. As well, all employees are eligible for a pay bonus for exceptional performance.

For senior management, bonuses are based fifty percent on corporate goals that are initially submitted to the Executive Compensation Committee for review and approval. The results are evaluated at year-end by the Committee, which then reports to the Board of Directors.

## *Information Technology and Systems*

Management systems are centrally designed, networked and supported with a 24-hour help desk. MODC, like most organizations, is faced with the periodic need for large investments in IT infra-structure to update or replace software and hardware due to age or lack of support. To mitigate against the financial impact of these events, MODC established an IT Major

Capital Reserve in 2016 and built the reserve to \$1.25M at the end of 2016-2017.

Layers of redundancies, back-up systems, a secondary hot site and off-site data storage protect the organization in the event of system failure, damage, or natural disaster. The 2014-2015 Information Technology privacy and external

security audits all concluded that the organization's systems meet funder security standards and comply with federal privacy legislation.

## *Marketing and Communications*

The Marketing and Communications Department, though a small team, supported all fund raising activities and programs with public relations and media, graphic design and print of all materials from letterhead to the annual report, provided exhibits for trade shows, and electronic media, including e-newsletters, the web site and social media platforms. Last year, the department produced 38% more promotional materials for fundraising events and 25% more in support of MODC programs and

services than the prior year. The web site is now mobile and we are enhancing the use of videos and interactivity. Mobile phone and tablet use for web access increased by 2.3% and account for 23.7% of all visits and 70% of donation related visits. Visits to the site increased by 8.3%. Visits to the donations, events and direct mail payment website increased by 16.2%. Online monthly donations grew by 322% while general online donations decreased by 3%. Sixty nine home page banners and 102 fund development

websites were created. Internet based communications reached donors 242,700 times in 2016-17.

Marketing and Communications support for MODC programs has expanded and improved over the past three years. In the fourth quarter of 2015-2016, a Marketing and Sales Coordinator was hired to promote the sale of fee-based services. In 2016-2017, a French translator was added to the department to improve access to bilingual information for both the public and MODC employees.



*Top: Aron Ralston, Best-selling author and motivational speaker, at last year's Ability and Beyond Dinner 2016.*



## *Internal Controls*

A number of internal controls are in place which are reviewed annually and signed-off by management; these comprise part of the annual external audit. Employees and volunteers annually sign off on business conduct policies and provide proof of professional designations, insurance and other requirements to perform their duties. An extensive in-house training program is managed to ensure staff achieve and retain certification requirements, receive and complete required job skills and training in a timely fashion, and are able to achieve the goals of the organization.

Extensive operations and policy manuals are in place and are regularly updated for all programs and corporate resource departments such as Finance, Human Resources and Information Technology.

The reliability of financial reporting, including budgeting, monthly statements, financial analysis and transactional procedures are monitored by both management and the Finance Committee. Sub-committees on employee pensions and corporate investments select and monitor the performance of external fund managers against set targets and

quarterly report to the Finance Committee.

Governance and management functions are clearly delineated and the Internal Audit Consultant reports separately to the Board, through the Risk and Audit Committee and meets in camera when reporting on management performance.

Emergency preparedness is now part of management planning and includes business continuity planning which is periodically reviewed and updated.

## *Governance*

As of May 8, 2013, the operations of Ontario March of Dimes and March of Dimes Canada were combined as one federally-chartered charity, under the Ontario March of Dimes charitable number and the March of Dimes Canada name. The previous March of Dimes Canada charitable corporation now exists as March of Dimes Canada Foundation, but operating plans have not been developed for this Foundation. Ontario March of Dimes Non-Profit Housing Corporation is now federally-chartered as March of Dimes Canada Non-Profit Housing Corporation, and pursues opportunities in and outside of Ontario to provide accessible, affordable supported housing for people with disabilities.

March of Dimes Canada is governed by a 24 person Board with representation of the skills

needed for decision-making and accountability including finance, legal, risk, audit, human resources, operational management, as well as social and health services, research, and consumer empowerment. In addition the Board is comprised of men and women across the adult age spectrum with representation of people with disabilities, ethnic diversity and the broad geography in which MODC operates. In 2017, six provinces are represented on the Board.

The Board of Directors meets a minimum of six times per year and has five working committees: Risk and Audit, Finance, Nominating and Governance, Executive Compensation, and CEO Evaluation. The Board contributes to and approves a five-year strategic plan drafted by management and annual plans that

provide an operational blueprint to fulfill the strategic plan. The annual plan is accompanied by a budget and a mid-year forecast is produced, that once approved, serves as the revised budget and plan. Monthly statements are monitored by the Finance and Executive Committees.

The Nominating and Governance Committee of the Board is responsible for evaluation of existing Board members, recruitment of new members, as well as Board training and orientation. This Committee considers skill requirements within the Board at the time of recruitment and targets recruitment to fill any gaps. Board member evaluation includes participation and attendance, as well as the quality of the contribution of each member. Initial terms on the Board are

typically three years, with one-third of the Board elected each year. In 2015-2016, a Board Effectiveness Survey was undertaken and results were communicated to the Board and follow-up on items raised was implemented.

Management works closely with the Board, its committees and subsidiary Boards, providing necessary information for decision-making, planning, agenda building, and policy development.

MODC has organized community or regional volunteer committees to build the capacity of MODC to be present in other jurisdictions and build support for programs. Committees exist in Vancouver, Calgary, Edmonton, Winnipeg and Halifax.

The chart (page 24) explains the key areas of responsibility differentiation between the board and management, and the organizational chart (page 25) illustrates the management

structure that oversees MODC and its subsidiaries.

The March of Dimes Canada Non-Profit Housing Corporation and the Rehabilitation Foundation for Disabled Persons U.S. will continue to operate under separate charitable numbers with independent Boards of Directors. The members of these corporations are the Directors of MODC.

## Outlook

Having transitioned into a national charitable organization, with the goal of expanding services to reach more Canadians with disabilities, we are pleased to report four years of unusually strong financial performance, with growth of 33.6%, 10.2% in 2016-2017. This exceeded our expectations and permitted the organization to grow nationally, build reserves and invest in growth and infrastructure. With accelerated growth of service outside of Ontario and new opportunities presenting themselves over the next 12-to-24 months, we look forward, with further optimism

to expanding services outside of Ontario.

It should also be noted that MODC has developed a presence outside of Canada, not as a service provider, but as a credible body of knowledge and expertise, supporting the International Center on Disability Research (ICDR) at the University of Toronto, funding the Bridging Aging and Disability International Network (BADIN), participating in the National Research Network, AGE-WELL, having ECOSOC status at the United Nations and being an active member of the International Initiative on Disability Leadership

(IIDL). This too bodes well for the future of MODC.

Ultimately, MODC hopes to serve new communities across all provinces and continue building new alliances and partnerships, and increasing resources, all with the goal of bringing the services of MODC to Canadian residents with disabilities, wherever they reside, and creating an inclusive society where Canadians everywhere have equal access to all services, facilities, information, and feel a high degree of inclusion and independence.



## NATIONAL EXPANSION

### MARCH OF DIMES CANADA'S

#### GOAL

is to make

**ONE STOP:** opportunities for independence prevalent in **many provinces.** 🍁

MODC is working on a **Strategic Plan** for 2018-2023 that shows how we plan to make this happen.



## *Fund Development Achieving Goals*

We continue our tradition of Rocking across the country with 'Rock for Dimes' in 13 cities where local bands perform for their families and friends and raise significant funds.

One highlight this year was attendance of honorary MODC spokesperson, Bret "The Hitman" Hart, at Rock for Dimes in Halifax at the Cunard Center, where MODC highlighted Stroke Recovery and Conductive Education® programs.

Our signature event, Ability and Beyond Dinner, featured Aron Ralston, the outdoorsman, engineer and motivational speaker, known for surviving a canyoneering accident where he amputated his own right arm.

We honoured Bell Canada with the Corporate Spirit Award for their outstanding support of programs of March of Dimes Canada.

Our corporate donors and individuals contributed tremendous support for the March of Dimes Paul J.J. Martin Early Career Professorship in

the *Department of Occupational Science and Occupational Therapy*, at the University of Toronto. An event was held to honour former Prime Minister Paul Martin for his support of our campaign to establish the professorship.

We continued to have tremendous support at two OpportuniTea events with Kate Linder and the cast of 'Young and the Restless' in Toronto and Calgary. Our other celebrity ambassadors - William Shatner and Mishael Morgan are wonderful volunteers who help bring public awareness to our programs.

Our peer support groups continue to 'Stand-Up for Conductive Education' and participate in 'Walk and Roll' events in their local communities coast-to-coast.

This year we were asking Canadians to 'Catch the Wave' as we encouraged people to catch the wave and support our consumers via our social media platforms.

This year we extended our reach through national partnerships

with McKesson Canada, a sponsor of 'Opening Doors for Accessibility' events across the country, at which we focused on providing life changing information for local consumers, caregivers and professionals.

We also conducted a 26 week campaign with the Weather Network, in which we focused on Emergency Preparedness. Liberty Tax Services celebrated March of Dimes Canada day with a donation for every tax return filed on March 10<sup>th</sup>.

We continue to reach out to our donors to offer opportunities to participate, receive newsletters, special events, writes direct mail letters, and program information.

Fundraising revenue grew modestly over the span of the year, it is a consistently stable program.

We are very grateful to our local United Way partners in Ontario and our volunteers across Canada who continue to help us provide "One Stop: Opportunities for Independence."



*Top: (L-R) Christian Le Blanc, Christel Khalil, Kate Linder, Sean Carrigan and Michael Roark at the 2016 "OpportuniTea with Kate Linder," Fairmont Hotel Royal York, Toronto*

# 2016 AWARDS & GRANTS

## *Community Partnership Award*

Awarded to an organization or community group for outstanding collaboration with March of Dimes Canada in support of persons with disabilities.

**Motus O Dance | Stouffville, ON**

## *Reverend Roy Essex Award*

Awarded to a long-term volunteer who has demonstrated a high degree of commitment and made an outstanding contribution to the goals of March of Dimes Canada.

**Jim McCullough | Ennismore, ON**

## *Award of Merit for Barrier-Free Design*

Awarded to an owner(s) of a building or facility that has been designed or renovated with special regard to accessibility for persons with a disability.

**City of Mississauga | Mississauga, ON**

## *Richard Kall Employee Award of Excellence*

Awarded to an individual or group for long-time service to March of Dimes Canada in the area of fundraising, service or policy.

**Carolyn Kennedy | Thornhill, ON**

## *The Judge George Ferguson Award*

Awarded to a business, organization or individual contributing in an outstanding way to enabling "equality and full participation" for people with disabilities.

**Access TO | Toronto, ON**

## *Wade Hampton Training Bursary*

Awarded to an individual with a physical disability requiring financial assistance to pursue a profession or career goal.

**Marlene Shay | Kingston, ON**

## *Vocational Rehabilitation Award*

Awarded to a business, organization, or agency making an outstanding contribution to the vocational rehabilitation and employment of adults with physical disabilities.

**Heritage Household Services | Ancaster, ON**

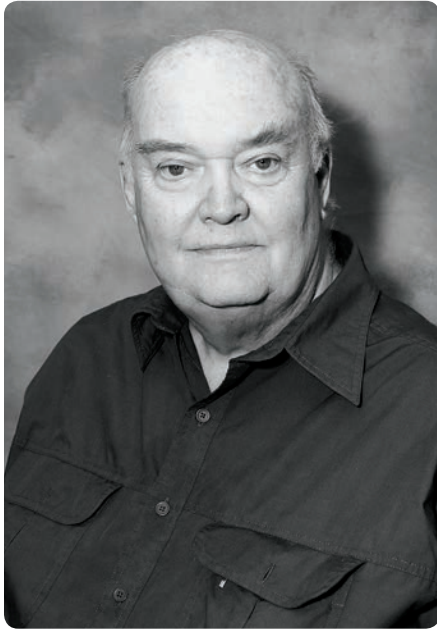
## *The Right Honourable Paul Martin Sr. Award*

Awarded to an individual or group for long-time service to March of Dimes Canada in the area of fundraising, service or policy.

**Roger Holland | Vancouver, BC**



**Back Row:** (L-R) Jeff Young, Jim McCullough, Tyson Shay, Silvia Guido, Barry Trentham, Roger Holland **Front Row:** (L-R) Jamie McDermid, Fran Cheyne, Carolyn Kennedy, Marlene Shay, Tracey Schmitt, Andria Spindel, Diana Simpson, Bev Litman, Carol-Ann Chafe



## *A Tribute to* **DAVID LOGAN**

*by Andria Spindel, President  
& CEO of March of Dimes  
Canada*

Only a few months ago, on January 17th, we lost one of the longest serving Board members of March of Dimes Canada, March of Dimes Canada Non Profit Housing Corporation and Rehabilitation Foundation for Disabled Persons U.S. David Logan passed away at age 79, and this is a time to honour him, to remember him and to miss him. Dr. David Logan was a member of the Board when I joined the Ontario March of Dimes in May 1981. David made consistently strong contributions, served as chair of many committees and as Chair of the Corporation for 3 years, telling me he was waiting for the time he could assume another multi year term. He served many years as Chair of our Non-Profit Housing corporation where tenure is renewed annually and the number of renewals is not limited. He loved that corporation, as much as he loved MODC, because he could see the significant tangible results – homes for people, people about whom he cared a great deal.

David was that rare individual who read and worked in many fields, a real eclectic when it came to his interests and philosophy. He

was a scientist who valued those with lived experience; he was a biologist who also loved and taught American history; he was a man of ideas who built homes for his friends, fixed cars and tractors, and farmed outside of Toronto; he was chivalrous in my view, and a man who supported equality for women throughout his entire adult life. He demonstrated that one could pursue intellectual work and carry out manual work, for he loved to be doing both.

David, whom we all experienced as “larger than life” was actually a very shy man; an introvert who held his friends fast and was extremely loyal. He eschewed crowds and chose not to attend big fancy events, often requiring me to cajole him to represent MODC at fundraisers. He didn’t want recognition or honours so to bring him the Volunteer Canada Award, I had to set up a secret plan with York University, where he was an Associate Professor for many years, and sneak into a class in order to present him with this Award. Yet, it was David who created the Paul Martin Sr. Rehabilitation and Biomedical Research Fund

at March of Dimes and then the Jonas Salk Award so that we could honour other scientists. He wanted MOD to be both a contributor to science and a recognized leader in acknowledging and using science that can help improve the lives of people with disabilities.

As another example of both his determination to do good and his solitary style, David would help me and other staff to create committees and then choose not to have other members. He was fine with committees of one and always got a lot of work done. Yet, he did work well with our Board, understanding governance beyond the average volunteer; he had served on local education and budget committees within the City of Toronto School Board, and had been on the United Way of Toronto Allocation Committee before joining our Board. David hated fundraising; choosing any task, but asking for money, yet he made sure that fundraising was on the agenda at Board meetings, he donated regularly and he was a role model for others in preparing a planned gift.



# NICK'S *story*

EMPLOYMENT SERVICES LINKING SURVIVORS WITH SURVIVORS

Nick Jaroka had a stroke at the young age of 50. His wife and daughter were out of town at the time, so he lay on the floor for two days before they came home and found him. By then, a lot of damage had been done. His right side and both legs were affected, and he lost his speech for a while. Things were so bad that his wife was told to call spiritual care because he probably wouldn't survive.

But he did.

Then the doctors said Nick probably wouldn't walk again. But he did. 'I still have some pain,' Nick said. 'But I can run again.'

Once the immediate crisis had passed, Nick was 'in rough shape.' Fortunately, a volunteer stroke survivor named Dan came to visit him in the hospital. 'He let me know I wasn't alone in this,' Nick

said. 'That's why I decided I wanted to be a volunteer myself, because I know how it felt when he came into that room and gave me hope.'

Nick used his positive spirit to support other stroke survivors as a Linking Survivors with Survivors volunteer. 'I do the same thing that Dan did for me,' said Nick. 'I let people know what to expect, tell them my story, and come back to visit them. I've earned their respect because I've had a stroke.'

Some of the people Nick visited had nobody, so he spent more time with them, and visited them more than usual. Perhaps he bought them coffee. It was his way of repaying what Dan did for him.

Nick was looking forward to getting back to work, and MODC's Employment Services supported him. 'I went and took a two week course, and it was really

good for me,' Nick said. 'They've explained what I can expect and how I should approach employers, because some people are reluctant to hire someone with a disability.'

Nick gained new confidence in his ability to write good cover letters and resumés, which helped him to remain optimistic about starting a new career. Nick was eager to hear from MODC staff about available positions, and to go on interviews.

Sadly, Nick suffered another stroke and passed away recently. He lived his life to the fullest, though, with courage and hope, and he shared that with other survivors, which is exactly what he wanted to do.

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*To tell us about your story, go to [www.marchofdimes.ca/Contact](http://www.marchofdimes.ca/Contact)*



*Top: (L-R) Lisa Livingston (Employment Services Team Leader), Nick Jaroka (MODC volunteer and stroke survivor), Jennifer Estabrooks (Vocational Rehabilitation Specialist) and Barbara Moore (Community Coordinator LSWS)*



*Top: William, a participant in our Conduction Education children's class*



# THANK YOU TO OUR DONORS

March of Dimes Canada relies on the generosity of donors to help fund our programs. Due to space limitations, only those donors who made a gift of \$1,000+ or whose cumulative giving reached \$5,000+ in 2016-2017 are recognized in this Annual Report.

We extend our sincere appreciation to all donors. We also extend our gratitude to those donors who wish to remain anonymous. Every effort has been made to ensure the accuracy and completeness of these very important lists. We apologize for any errors or omissions.

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*Donors names are also published online  
at [www.marchofdimes.ca/donate](http://www.marchofdimes.ca/donate)*

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# JONAS SALK

## Circle of Friends

The Circle of Friends commemorates Dr. Jonas Salk's life-saving work in the development of the first polio vaccine and his humanitarian contributions, and

recognizes the contribution of our most exceptional donors.

### Categories of Giving



Visionary



Discoverer



Pioneer



**Visionary** | \$1,000,000+

#### CORPORATE

TD Bank Group

#### ESTATES

Joseph, Ruby and Janet Youdell



**Discoverer** | \$500,000-\$999,999

#### CORPORATE

Transamerica Life Canada

#### ESTATES

Vera M. Campbell  
Peter Collins  
Donald Alexander  
Cromar  
Vera Mellisa Fleming

Doris Goodwin  
John Haas  
Isabel Margaret  
McDowell  
Alexander J. Morris  
Henry Daniel Statham

Hazel Mae  
Schwerdtfenger  
Margaret St. John  
Dr. Ed and Bobby  
Yielding



**Pioneer** | \$100,000-\$499,999

#### CORPORATE

Bell Canada  
Canadian Imperial Bank of Commerce (CIBC)  
Citifinancial Canada  
Dentons Canada LLP  
Green Shield Canada  
Horizon Capital Holdings Inc.  
Liquor Control Board of Ontario

Princess of Wales Own Regiment  
The Family of the Right Honourable Paul Martin  
RBC Royal Bank  
Sanofi Aventis/Sanofi Pasteur  
Scotiabank  
Shoppers Home Health Care  
Technica Group Inc.

#### INDIVIDUAL

Anne-Marie Canning  
Alexander Christ  
Dr. David Collins  
Agnes Faraci  
Dr. Sydney L. Gershon  
Dr. Frank Mastrogia  
The Strahan Family  
The Toby Family

# *We would like to acknowledge major gifts that moved several donors to new categories:*

*Agnes Faraci* |  → 

Retired nurse Agnes Faraci has been a major donor with March of Dimes Canada for nearly 15 years. As a child survivor of polio, Miss Faraci spent her career supporting those in need. Her years as a nurse took her abroad, where she assisted in performing surgeries in developing nations.

This year Miss Faraci joins the special list of individuals who have given over \$100,000 to March of Dimes Canada, and we are happy to welcome her to the Jonas Salk Circle of Friends. Major gifts like the ones Miss Faraci has made over the past decade allow March of Dimes Canada to continue to have an enormous impact on the lives of all our consumers. For your continued generosity and support, we thank you.

*Alfred W. Apps* *Special Mention*

Alfred W. Apps is a prominent Canadian lawyer and businessman who has spent his life supporting causes he believes in. As an attorney specializing in mergers, Mr. Apps has held positions at various prominent law firms operating in Canada.

In his current position at Miller Thomson LLP, Mr. Apps spearheaded a campaign to raise money in support of the March of Dimes Paul J.J. Martin Early Career Professorship. A partnership with

the University of Toronto, this professorship will advance research in community rehabilitation for acquired brain injury. Mr. Apps showed his dedication to this research by personally securing over \$70,000 in donations for the professorship. Thank you, Mr. Apps, for being a leader in philanthropy for March of Dimes Canada.

*Savaria* |  → 

Savaria is one of North America's leaders in accessibility by providing solutions for people with physical disabilities to increase their comfort, mobility and independence. Its foundation, the Bourassa Savaria Foundation, provides funding to Canadians facing mobility challenges.

Savaria and its staff are long-time supporters of March of Dimes Canada, having donated both money and time to the organization and its consumers. Led by Savaria President and CEO Marcel Bourassa, the Bourassa Savaria Foundation has been a very generous supporter of March of Dimes Canada. Since their first gift in 2015, Savaria has given over \$81,500 to March of Dimes, including the start of a five-year, \$100,000 pledge in support of the Conductive Education® Program.

Thanks to the incredible generosity of Mr. Bourassa and the Bourassa Savaria Foundation, more children and adults across Canada can

access the Conductive Education® program and work towards independence.

*POSTMEDIA* *Special Mention*

POSTMEDIA has been a national supporter of MODC since 2011, contributing over \$500,000 worth of in-kind donations and helping us raise awareness about our programs and services.

POSTMEDIA supports MODC in Calgary and Toronto as a partner in our special events, including the Annual Ability & Beyond Dinner, and Dodging for Dimes in Toronto, Rock for Dimes in Calgary, Edmonton and Toronto, OpportuniTEA with Kate Linder & Friends in Calgary. POSTMEDIA has also been an amazing supporter with editorial articles promoting celebrity involvement and endorsement, and our programs in the communities we serve. POSTMEDIA is an invaluable partner in raising awareness about MODC's work in Canada.

We are very grateful for the strong relationship we've built with staff at POSTMEDIA over the last six years, and we look forward to continuing to work with them in the future. The company has made a significant and positive impact on the lives of Canadians with disabilities.



# PAUL MARTIN

## Senior Society



The Right Honourable Paul Martin Sr. spent 39 years in federal politics and a lifetime serving Canadians. The Paul Martin Sr. Society recognizes outstanding donors who follow the inspirational legacy of a great Canadian who, as Minister of Health and Welfare, introduced universal polio vaccination to Canada.

Names in **bold** below are newest members in the society.

## Categories of Giving



Investor



Benefactor



Patron



Member



### Investor | \$50,000 – \$99,999+

#### CORPORATE

Allergan Inc.  
AMG Medical Inc  
BMO Financial Group  
Mackenzie Financial Corp.  
Power Corporation of Canada

Prism Medical Ltd.  
Stewart McKelvey LLP

#### INDIVIDUAL

Edward & Joyce Gittings  
Mark Golding  
Dr. Andrew Howard

#### Charles H. Latimer

Dr. Markku Nousiainen

**Neil & Deborah Rosta**

**Dr. Veronica Wade**



### Benefactor | \$25,000–\$49,999

#### CORPORATE

Alberta Consortium of Rehab and AT (ACRAT)  
Barrick Gold Corporation  
Beaver Narrows RV Resort  
Bensfort Bridge Resort  
**Bill Brown Wealth Management at BMO Nesbitt Burns**  
The Cadillac Fairview Corporation Limited  
Country Gardens RV Park  
**eSSENTIAL Accessibility Inc.**  
Fidelity Investments Canada ULC  
Fisherman's Cove Tent & Trailer Park Ltd.

Genx Inc.  
Green Line Properties Ltd. (Hammock Harbour)  
ISAAC Canada  
Leisure Lake Cottage and RV Resort  
Leon's Furniture Limited  
McInnes Cooper  
Red Eagle Family Campground  
Riverland Lodge & Camp  
Riverwood Park  
Shelter Valley Campground  
TELUS

#### INDIVIDUAL

Neil Anthes  
**Michael Chao**  
Dr. Dale Dantzer  
**Murray Edwards**  
**Elizabeth Greville**  
**Kathryn Kennedy**  
Steve Laciak  
Pierrette Lévesque  
Anthony Lisanti  
Andria N. Spindel  
Dr. Lianne Tile  
Jack & Patricia Warriner  
Linda Yielding

## **Patron** | \$10,000–\$24,999

### **CORPORATE**

Amdocs  
Campers Cove  
**CGI ISMC**  
Costco Wholesale Canada Ltd.  
Credivale RV Park  
Delmar International Inc  
DUCA Financial Services Credit Union Ltd.  
Edco Financial Holdings  
Family Paradise Campground  
**The Great-West Life Assurance Company**  
Hillbilly Estates  
HME Limited  
Holiday Park  
Hydro One Employees' Pensioners  
Charity Trust  
IBM Canada Ltd.  
Investors Group Financial Services Inc.  
JDS Fundraising Services Inc.  
Kao Canada Inc.  
**McKesson Canada / Drug Trading Co Ltd.**  
Morguard Corporation

Oatley, Vigmond Personal Injury Lawyers  
Our Ponderosa Cottage and RV Resort  
Resolute FP Canada Inc  
Scodesign Distribution Inc  
Sudbury Credit Union Limited  
**Sun Life Financial**  
TE Connectivity  
Toronto Star Newspapers Limited

### **INDIVIDUAL**

Dr. Jihad Abouali  
Marjorie Allen  
Alan B. Barkin  
William & Karen Ann Barnett  
Margaret E. Bates  
Alexander P. Beaton  
Don & Sheryl Brommet  
Dr. Gladys Chan  
**Steve Driz**  
Henry Ens  
**David Farmer**  
Paul Fink & Beth Gorbet

**Charles Gallant**  
Dr. Shawn Garbedian  
**Paul T. Hellyer**  
Dr. Guido Hockmann  
Jerry Lucas  
**Dr. Harsha Malempati**  
**Inez McDonald**  
**Dr. Donald & Helen McGillivray**  
Sydney R. McMorrان  
Gary & Joyce McMurray  
Margaret Meynell  
Robert C. Morris  
Sandra Nymark  
Marion J. Potter  
E. M. Mae Potton  
Keith & Patricia Rodgers  
**Jenelle M.K. Ross**  
Kim Shannon  
Paul R. & Betty Simpson  
Jeffrey B. Steckley  
Dianne Tyers  
John H. & Josie Watson

## **Member** | \$5,000 – \$9,999

### **CORPORATE**

**941022 Ontario Limited**  
C M Odette Philanthropic Foundation  
**Caregiver Omnimedia Inc.**  
CIBC Mellon  
Connect First Credit Union Ltd  
Dalton Pharmacy  
Deloitte LLP  
GMP Securities L P  
**Home Trust**  
Horizon Employees' Charitable Fund  
I M P Group International Inc.  
J. S. Cheng & Partners Inc.  
Kearns Edgewater Financial Services  
Lowe's Companies Canada ULC  
Middlefield Group  
Patterson Medical Canada, Inc.  
People Corporation Shared Services  
Power Workers' Union

Recyclable Materials Marketing  
**Salma Jaffer Law**  
Sita Advanced Resources Canada  
Limited  
**Stikeman Elliott LLP**  
**TBaytel**  
University of Alberta  
Wellington Laboratories Inc

### **INDIVIDUAL**

Joseph Amalraj  
**Louis E. Anderson**  
Harold A. Baardsnes  
Dr. & Mr. Nehama Moshe Baum  
Rosemary Beech  
Paul Beeston  
**Catherine M. Bell**  
Doris W. Bell  
Christie Blatchford  
Ralph Bond  
**Jeremy Brasseur**

**Peter Bruneau**  
**Harold Buttle**  
Bert Carriere  
Velma L. Carroll  
**Dr. John S. Carruthers**  
Annmarie Chin  
**James K. Christie**  
Adam E. Cieply  
M G. Corbett  
Isobel M. Cork  
**Marc-Andre Coulombe**  
Charles Coupal  
**Jane O. Croft**  
Kenneth G. Daugherty  
Marc J. Dore  
Christine M. Drane  
**Judith I. Duff-Newton**  
Bruce Earle

**Norma Edwards**

**Russell C. Finch**

David M. Fisher  
Alvin Fleischaker  
Janet M. Fuhrer

**John & Alda Futhey**

**Stevan Gacesa**

**Sarah Guerin**

A. Guerra  
Stephen A. Gurman  
Lorraine Halabisky

**Colin Hardman**

Maura Harrington

**Dr. Simon Harris**

Robert James Hawkins  
Glynis Henry  
Marion V. Holmes  
Kevin D. Howes

**Lindsay Hunt**

Dusan Jahnatek  
Roth James

**Victor Jhauj**

Robert Johnson  
Dave Kennedy  
Audrey Kenny  
David A. Kirkland

**Marcey Leggett**

Leah Lepage  
Jean B. Liberty

**Stuart W. Logan**

Elizabeth Ann Lounsbury

**David D. MacEachern**

**John Manton**

**Joanne Mazzoleni**

George E. McCowan

**J. G. McEachern**

Brian McKeown  
Jeanine Moore  
Anne More

**Dan Mucka**

Rod D. Mundy  
Joseph H. Natyway  
Ronald Y. Nishi  
Alistair J. Packman  
William J. Pearson

**Patricia Peel**

**David Pettypiece**

Donald Pringle  
Donald E. Rolfe

**Virgina Roxas**

Janice Ryan-Whitton  
Cicely A. Scroggs

Robert & Gladys Sheard

Catherine A. Sherrard  
Marie-Luc Simoneau  
Faida Smale

**Dr. Avrum A. Soicher**

**Robert H. Stapleford**

Karan M. Stemmler  
Mary Lynne Stewart  
Janet Thomas

**Ian Scott Tollerton**

Dennis R. Ullman  
Michael A. Van Leeuwen  
John De Lind Van Wijngaarden

**Tom Varty**

Jack Verduyn

**Mary C. Watson**

Audrey Wilson  
Kathleen Wilson

**Sylvia Winger**

Richard Woodley  
Jimmy Yung

**Henry Ziernfeld**

**Lynne Zucker**



*Top: Tracey, a participant at the MixAbilities Pet Therapy Recreation event with a St. Johns Pet Therapy Trainer.*



# ELLEN FAIRCLOUGH *Society*



Ellen Fairclough was Canada's first female federal Cabinet Minister. She was the Honorary Chair of Ontario March of Dimes 40,000 Marching Mothers® who canvassed door-to-door in neighbourhoods across Canada, raising funds for polio research. The Ellen Fairclough Society® commemorates her pioneering spirit.

The Society recognizes donors whose individual or cumulative gift is \$1,000 – \$4,999.

## CORPORATE

2255071 Ontario Inc.  
 2477341 Ontario Inc.  
 Accessramp & Mobility System Inc.  
 Affleck Greene McMurtry LLP  
 Bellotti Capital Partners Inc.  
 Bentall Kennedy (Canada) LP  
 Bryan C. McPhadden Professional Corporation  
 CIBC - Mellon  
 City Of Guelph  
 Comwave  
 Cornerstone Group of Companies  
 DBRS Limited  
 Empire Realty Group  
 FirstOntario Credit Union  
 GC & Co Salon and Med Spa  
 Gunn Nuclear Inc.  
 Hammond Power Solutions Inc.  
 Holland Bloorview Kids Rehabilitation Hospital  
 Hollywood Eye Magic  
 House of Wax Holdings Ltd.  
 Ingredient Canada Incorporated  
 Kent & Co.  
 Manor Tool & Die Ltd.  
 MCAP  
 McMillan Law Professional Corporation  
 Medability  
 Miller Thomson LLP  
 NEXJ Systems

Ontario Power Generation Employees' and Pensioners' Charity Trust  
 Ositech  
 Oxford Dodge Chrysler (1992) Ltd  
 Payworks  
 Pricewaterhouse Coopers Corporate Finance Inc.  
 Robert Half Canada  
 Silver Cross Automotive Inc.  
 Simply Green Homes Services  
 Think Research Corporation  
 Triple M Metal LP  
 Vision Legal Recruitment Inc.

## INDIVIDUAL

Alfred W. Apps  
 John Bankes  
 Dr. Luis Barreto  
 Garry Barrington  
 W. Geoffrey Beattie  
 Geoffrey Belsher  
 Sonia Brar  
 Daniel Brock  
 John Campion  
 Janet Candido  
 Dino Chiesa  
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*Top: Danielle Hayes - Former photojournalist and stroke survivor*



# DANNIELLE'S *story*

SHAUGNESSY STROKE RECOVERY CLUB    NEXT STEPS WALKING PROGRAM    ART AFTER STROKE    APHASIA CAMP

Dannielle Hayes is no stranger to adversity. “I’ve faced death at least a dozen times in my life,” she says. “And after my stroke, I was immediately faced with more challenges.”

The former globe-trotting travel photographer and writer was visiting her daughter in California when it happened. “I remember feeling very angry, confused, and helpless. Not only had I lost control of my body, but it meant the end of my adventurous lifestyle as I knew it.”

Until her stroke, Dannielle was active – she ran, worked out, skied, cycled, and trekked. She ate a healthy diet, and thought she was doing everything right. Afterwards, she had to accommodate her recovery, which she’s still working on seven years later. MODC has been a big part of that process.

The Shaughnessy Branch of Stroke Recovery Association of BC (SRABC - an affiliate of MODC) has helped Dannielle find a new peer group that understands what she’s been through. “I’ve solidified many friendships with other stroke survivors,” she says. “And we share stories and experiences.”

Dannielle is also incorporating exercise into her routine again through the Next Steps Mall Walking Program for Stroke Survivors, a joint MODC/SRABC program. “I probably do more talking than walking, though,” she jokingly acknowledges.

To satisfy her artistic sensibilities, Dannielle has taken on the responsibility of curating the Artist’s Gallery at the last two MODC/SRABC Art After Stroke fundraisers, which feature creative

and performance pieces by stroke survivors. As if that weren’t enough, Hayes has become an active advocate for people living with disabilities, taking issues right up to the federal Minister of Sport and Disabilities, Carla Qualtrough.

“I’ve found that, with the support of MODC, my confidence to move forward has increased,” Dannielle concludes. “And I would tell that to all persons with disabilities – by facing challenges head-on you’ll become stronger.”

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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 various contributions.

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*(L-R) Murray Rankin, Member of Parliament for Victoria, Andria Spindel, President & CEO of March of Dimes Canada, Beverley Regan, and Leonard Regan at a celebration of the acquisition of InFocus Rehabilitation Services in Victoria, British Columbia.*

# CHRIS & SEAN'S story

ASSISTIVE DEVICES PROGRAM

HOME AND VEHICLE MODIFICATION PROGRAM

ATTENDANT CARE

SUPPORTIVE HOUSING

RECREATION AND INTEGRATION  
(GENEVA PARK)

Chris and Sean DePinto's apartment is decorated with pictures and cozy knick-knacks, including a mug that says Oggi e un buon giorno per sorridere – 'today is a good day to smile.' And the brothers have been smiling a lot since moving into an independent living residence in the city of Vaughn. The Reena Community Residence, has partnered with MODC, which provides attendant care services for residents.

Chris is the social one. He participates in morning and afternoon programming, as well as evening activities, and conducts tours of their apartment for visitors. Sean is more laid-back – he prefers to sleep in, then join the fun in the afternoons. He occasionally has a group of friends over to play poker, and he's also a bit of a daredevil – Sean's been sky-diving, and wants to try hang-gliding.

Then there are outings every Friday. So far, the brothers have been to the Evergreen Brickworks, Canada's Wonderland, the Distillery District, and Niagara Falls.

"It's like your own home," they say. Their mom Debbie agrees. "It's just

perfect," she adds. "They've got a life. Things to look forward to. They're safe and taken care of."

Chris and Sean have lived at Reena's community residence for nearly two years, and they've settled right in. It's completely accessible, and they've got the freedom and independence that all 30-somethings need.

It all started when a staff member mentioned Geneva Park to the DePinto's. The brothers have been attending the summer camp located there for three years now, and hope to go again in 2018. They're continually impressed by the accessibility of the entire park, and the range of activities that are available – everything from hiking, canoeing, and swimming to a game of bocce and bonfires. All their equipment is accommodated, and it's as close to a typical camping experience as you can imagine.

Chris and Sean both live with Sandhoff's Disease, a progressive condition that requires an adapted environment and specialized transportation. Their parents accessed MODC's Home and Vehicle Modification Program to make their van safe and

comfortable. They'd been lifting the boys into their van, which was difficult and uncomfortable for everyone. Once the van was modified, they had much more freedom.

"We went to Florida, and it wasn't a problem," Debbie recalls. Chris and Sean got to visit Alligator Alley, and pick peaches on a farm in Georgia. "Once you've got the van, you just go."

MODC's Assistive Devices Program also stepped up for the DePinto's - it helped to fund two stair lifts, a lift from the garage into the house, and the two Hoyer lifts in Chris and Sean's apartment. Debbie describes it as 'a life-saver.'

As if they weren't busy enough, Chris and Sean also take in the odd baseball game through MODC's recreation program.

"They have good quality of life," Debbie says. "They're happy, and there's nothing stopping them. We're all happy."

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*To tell us about your story, go to [www.marchofdimes.ca/Contact](http://www.marchofdimes.ca/Contact)*





*Top: Chris and Sean DePinto - Reena residents and MODC consumers*



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*Top: A band performance for Rock For Dimes Toronto 2017*



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*Top: Aron Ralston, Best-selling author and motivational speaker, at last year's Ability and Beyond Dinner 2016 with Nektarios Konstantelos, a Conductive Education® Program participant and Nek's mother.*



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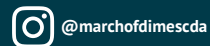
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