



# YEARS OF IMPACT



**Annual Report**  
**2021-2022**



*“The strong foundations built over the past 50 years allow us to provide the impactful programs and services we offer today, and our members are an essential part of this foundation.”*

# MESSAGE FROM THE BOARD CHAIR AND CEO

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While we end another incredibly difficult year, we move forward with the knowledge that despite the challenges we have faced, there is much to celebrate. Community disability service providers have shown strength, resilience, and commitment to ensuring individuals with disabilities have been supported throughout the pandemic. And we are grateful for your continued trust in us to support you in these exceptional times.

Your trust is especially noteworthy as we mark ACDS 50th anniversary this year. At this milestone, we reflect on our organization's strengths: a trusted, credible, and influential member association with over 145 members. The strong foundations built over the past 50 years allow us to provide the impactful programs and services we offer today, and our members are an essential part of this foundation.

In 2021-22, we supported our members with the ongoing challenges related to the pandemic by: producing clear and consistent communications and resources; advocating on critical issues, such as vaccine eligibility and funding; conducting research to inform our work; and establishing key partnerships and opportunities for collaboration through the Service Provider Partnership Committee with Community and Social Services as well as with other Ministries, such as Health. Some successful outcomes of these efforts included: extension of the CWB to all disability workers; adjustments to public health orders reflecting the needs of PDD homes; and the funding of Project Blueprint CDS, towards the development of a comprehensive strategy to address chronic workforce issues.

In addition to our COVID-related work, we continued to enhance and successfully deliver core programs and services. In September, we introduced new CET Standards.

The new Standards were well received by the organizations that piloted them. We also coordinated quality virtual accreditation surveys, while resuming in-person surveys. As well, in response to demand, we expanded our training and development offerings, and leveraged partnerships to introduce new courses.

As we look ahead to the next year, we will build on our momentum on some key issues, such as the rising costs in the sector. Our advocacy on this front gained significant traction following our release of The Perfect Storm report. We also look forward to creating a robust, sector-led strategy for a skilled and sustainable workforce through Project Blueprint CDS. Finally, we are excited to host our first conference since 2019: Recharge: Let's Come Together at the ACDS Conference, will bring disability sector workers from all levels together again to re-ignite our passion for this work and inspire us to new heights.

We strive to be proactive and strategically driven in all our work. This year, the Board of Directors developed our strategic priorities and actions for 2022-2025. We look forward to engaging with our members as we progress on this ambitious vision for ACDS.

Reflecting on the past year, we have never been more cognizant of the critical role our members play in the success of ACDS through the investment of time, energy, and insight. Whether that is sharing your experiences, participating on committees and initiatives, or serving on our Board of Directors, we thank you for your continued commitment to our organization's success as we work collectively to strengthen the CDS sector.

**Ryan Geake**  
**Board Chair**

**Andrea Hesse**  
**CEO**

# 50 YEARS OF IMPACT

From a group of sheltered workshop managers in 1972,  
**to over 145 member organizations today**

From the development of accreditation standards in 1985,  
**to the 158 organizations that are CET accredited today**

From our first offering of "Basic Skills Training" in 1992,  
**to today's broad suite of training and development  
programs used by 110 organizations annually**



From our first conference in 1972,  
**to today's sector-leading annual conference attracting  
over 400 participants annually**

From the receipt of government funding for policy  
advocacy in 1982, **to being a trusted partner for  
developing evidence-based policy solutions today**

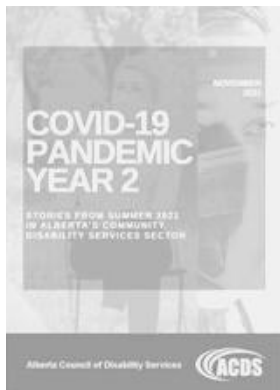
# ADVOCATED AND INFLUENCED CHANGE

## 2021- 22 Highlights

### Played a central role on partnership tables to improve public policies and practices related to the CDS sector

- Co-chaired the Service Provider Partnership Committee to identify and collaboratively address sector issues. ACDS member agencies contributed significantly on various working groups
- Participated on the Persons with Developmental Disabilities Transformation Steering Committee, tasked with recommending program improvements
- Contributed to weekly meetings with Alberta Health to inform pandemic response decisions

### Released evidence-based publications on the impacts of COVID-19 on the sector



**COVID-19 Pandemic Year 2: Stories from Alberta's Community Disability Services Sector**



**ACDS Survey 2021: Organizational Wellness and Workforce**



**Journal article: COVID-19's Impact on Alberta's Community Disability Services Sector. ALIGN Journal Special Edition, Vol. 9 (Spring)**

## Successfully advocated on pandemic-related issues impacting the sector

- Expanding the Critical Worker Benefit to all disability workers
- Prioritizing disability workers for vaccination eligibility
- Ensuring disability workers had access to PCR testing

## Elevated our advocacy on other long-standing issues for the sector

- Rising costs: Released a report on workforce challenges and the rising costs in Community Disability Services allowing us to escalate our advocacy on this issue
- Workforce shortages: Published summary statistics on the sector's workforce to help organizations and staff engage in advocacy to improve recruitment and retention

## Launched a landmark initiative to address the sector's workforce challenges

- Project Blueprint CDS will develop strategies to address the sector's chronic human resource challenges and new pressures resulting from the pandemic

### Project Blueprint CDS: Towards a Skilled and Sustainable Workforce.

Recognizing that the sector's workforce crisis is a consequence of complex and longstanding issues, this one-year landmark initiative will provide recommendations for both immediate measures and long-term action.

### The Perfect Storm: Workforce Challenges and Escalating Costs in Community Disability Services



### Community Disability Services Workforce: An Essential Foundation for Quality Supports



View a summary of  
our 2021-22  
advocacy activities

# RAISED PROFESSIONAL STANDARDS THROUGH ACCREDITATION

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## 2021-22 Highlights

### Introduced the 2021 edition of the Creating Excellence Together (CET) Standards

- The 2021 Standards reflect what we heard and what we learned through the most comprehensive review process undertaken since CET's inception in 1999
- The new Standards have been very well received by the organizations that piloted them

### Coordinated a record-number of surveys and improved the survey process

- Successfully coordinated 80 accreditation surveys and resumed some in-person surveys
- Introduced new digital survey tools to support the survey process

#### The 2021 CET Standards:

- Are more relevant to participating service providers and the individuals they serve
- Involve a more streamlined process for participating service providers pursuing accreditation
- Will have impact. The new standards will ultimately ensure quality services for individuals with developmental disabilities



## ACCREDITATION IN NUMBERS

Completed **70 virtual surveys** and 10 in-person surveys, up from 46 virtual surveys in 2020-21

Accredited **42 organizations** at CET Level 1, up from 26 organizations in 2020-21

Accredited **12 organizations** at CET Level 2

Awarded **24 organizations** the Complex Support Needs Designation

"I continue to be impressed that ACDS is able to maintain the level of accreditation activities during these challenging times."

*Jenni Enders, Government of Alberta*

# BUILT CAPACITY THROUGH TRAINING AND DEVELOPMENT

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## 2021-22 Highlights

### Leveraged partnerships to create sector-specific learning opportunities

- Launched Mindful Hearts: Dementia Care Training Program in partnership with Winnifred Stewart Association; and the Trauma Informed Abuse Investigation course developed in partnership with the Centre for Investigative Interviewing

### Offered relevant and timely programs

- Hosted the second annual Fall Webinar Series consisting of timely and relevant topics, including: developing resilience; navigating compassion fatigue; and addressing hurtful and aggressive behaviours
- Delivered a range of well-received virtual programs
- Facilitated four webinars on vaccination considerations to support vaccination efforts in the sector

Presented

**18**

Virtual Non-Violent  
Crisis Intervention  
(NVCI) training  
sessions in response  
to demand

# 164

people  
attended the  
three-day  
Fall Webinar  
Series on  
"Resilience"

## TRAINING AND DEVELOPMENT IN NUMBERS

# 110

organizations  
participated in one or  
more training  
programs

# 254

learners  
completed NVCI  
virtual training

# 267

learners registered for  
our core online training  
programs

# 397

learners participated in  
virtual training

# INFORMED AND CONNECTED OUR MEMBERSHIP

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## 2021-22 Highlights

Over **72,000** website page views

**90** e-updates sent to over 130  
sector leaders

**1,244** Twitter followers

**1,356** Facebook followers



# OUR ACDS

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## 2021-22 Members

### Calgary

Altruistic Supportive Living Services Ltd.  
Association for the Rehabilitation of the Brain Injured  
Calgary Alternative Support Services Inc.  
Calgary Community Day Services Inc.  
Calgary Scope Society  
Calgary Society for Persons with Disabilities  
The Calgary Society of Community Opportunities  
Columbia College  
Community Living Alternative Services  
Connections Counselling and Consulting Foundation  
Developmental Disabilities Resource Centre of Calgary  
Foothills Advocacy In Motion Society  
Janus Academy Society  
L'Arche Association of Calgary  
National accessArts Centre  
New Age Services Inc.  
Optional Rehabilitation Services Inc.  
Prospect Human Services Society  
Rabboni Support Services Inc.  
Resicare Society of Calgary  
Resourceful Futures Community Support Ltd.  
Springboard Centre for Adults with Disabilities  
Supported Lifestyles Ltd.  
Universal Rehabilitation Service Agency  
Vantage Enterprises Ltd.  
Vecova Centre for Disability Services and Research  
The Venturers Society of Calgary

### North East

Blue Heron Support Services Association  
Blue Heron Vocational Training Centre (1987)  
Rehoboth Christian Ministries  
Dove Centre  
Lac La Biche Disability Services  
Life Empowerment Inc.  
Salvation Army START Program  
St. Paul Abilities Network (Society)  
Vegreville Association for Living in Dignity  
Westlock Independence Network

### Edmonton

Alberta Adaptabilities Association  
Arch Enterprises and Training Association of Edmonton  
Association Supporting Choices of People Edson (SCOPE)  
CarePros  
Catholic Social Services  
Centre for Autism Services Alberta  
Chimo Youth Retreat Centre  
Chrysalis: An Alberta Society for Citizens with Disabilities  
Community Aim - Empowering Citizens with Disabilities  
Society  
Connect Society  
Crossroads Family Services  
Edmonton Integrated Services Ltd.  
Elves Special Needs Society  
EmployAbilities Society of Alberta  
Entrust Adult Inc.  
Excel Resources Society  
Gateway Association for Community Living  
The Good Samaritan Society  
Goodwill Industries of Alberta  
Home-Within-A-Home Society of Edmonton  
Independent Advocacy Inc.  
Independent Counselling Enterprises Inc.  
Key Support Services Inc.  
L'Arche Association of Edmonton  
Leduc Community Living Association  
Leduc Linx Connect Centre  
Lifestyle Choices Support Society  
Lo-Se-Ca Foundation  
Mariam's Footsteps Inc.  
McMan Youth, Family and Community Services Association  
Mill Woods Society for Community Living  
MIRA Facilitation Center  
MirkaCare Services Inc.  
Nina Haggerty Centre for the Arts  
Prince Charles Residence  
Rehoboth Christian Ministries  
Residential Aide Placement Service  
Robin Hood Association  
Skills Society  
The Society for Selections and Career Support Service  
Tralee Residential Services Ltd.  
Transitions Rehabilitation Association of St. Albert and District  
Wildrose Caregivers Ltd.  
Winder Inclusive Communities Service (WICS)  
Winnifred Stewart Association  
WJS Alberta  
YWCA of Edmonton

## Central

Ability Development Services  
Accredited Supports to the Community  
Advance Society Innisfail: Support for Developmentally Disabled  
Beehive Support Services Association  
Camrose Association for Community Living  
Canadian Mental Health Association – Camrose Office  
Centra Cam Vocational Training Association  
Cosmos Group of Companies  
Drumheller and Region Transition Society  
Etana Support Services  
Falcon Enterprise, Wainwright & District Association  
Fisher Farm Residential Association  
Horizons Training Centre Society  
Lacombe Action Group for the Handicapped  
Olds Association for Community Living  
Padnoma Support Services Inc.  
Parkland Community Living and Supports Society  
Providing Residential Options and Services  
Regional Living Skills  
Rocky Support Services  
The SS I\*C\*E\*  
STEPS Society of Red Deer  
Vermilion Association for Persons with Disabilities - FOCUS  
Wainwright Association for Community Living  
Westward Goals Support Services Inc.  
Wetaskiwin & District Association for Community Service

## North West

Canadian Mental Health Association - Grande Prairie  
Care Human Services Ltd.  
Centerpoint Facilitation  
Community Life Acceptance Independence Resources  
Empowering Citizens for Health and Opportunity Society  
Falher Friendship Corner Association  
Marigold Enterprises Rehabilitation Society  
Northern Lights Ranch  
Signature Supports

## South

Ability Resource Centre  
Alfred Egan Home, Alberta Health Services  
Bluefox Association  
Cardston Support Services Association  
Clients Ongoing Rehabilitation and Equality (CORE Association)  
Crowsnest Community Support Society  
Edenbridge Family Services Inc.  
Fort MacLeod Health Center – Special Development Unit  
Health Care Homes Ltd.  
Interdependent Social Accountability Housing Inc.  
L'Arche Association of Lethbridge  
Lethbridge Family Services  
Next Step Residential Services (Medicine Hat) Ltd.  
New Beginnings Association of Southern Alberta  
Outreach Support Services Inc.  
Peak Vocational Services Inc.  
Quest Support Services Inc.  
REDI Enterprises Society  
Southern Alberta Community Living Association  
Southern Alberta Individualized Planning Association  
SASH Disability Support Services  
Taber Special Needs Society  
Wheat Country Special Needs Society

## Affiliate Members

March of Dimes - Toronto

## Associate Individual Members

Elaine Benacchio  
Bob Greig  
Angela Irvine  
Mary Kumah  
Christina Leach  
Linda Maxwell  
Lori Miller  
Rita O'Connor  
Ed Riediger  
Andrea Tombrowski  
Laurie Williams  
William Winship

# OUR ACDS

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## ACDS Leadership Team



**Andrea Hesse**  
Chief Executive Officer



**Clova Lehr**  
Director, Services and  
Accreditation



**Nilima Sonpal-Valias**  
Director, Strategic Initiatives  
and Engagement

We are grateful to all ACDS staff for their hard work and contributions towards the accomplishments highlighted in this report

## Board of Directors



**Ryan Geake**  
Chair



**Pam McGladdery**  
Vice Chair (Calgary)



**Sue Gilchrist**  
Treasurer

## Directors at Large



**Dorothy Badry**



**Ann Marie LePan**



**Serena King**



**Janice Gerbrandt**

## Regional Directors



**Lorelei Martin (Central)**



**Jason Loewer (Edmonton)**



**Dianne Kotkas (South)**



**Diane Magill (Northeast)**



**Rilla Websdale (Northwest)**



# OUR ACDS

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**Thank you to the many members of the ACDS community that participated in committees and forums, and supported core ACDS programs and services, including:**

## **Government Relations Committee**

Anne Marie LePan (Robin Hood Association)  
Blayne Blackburn (Chrysalis - Edmonton)  
Craig Wood (REDI Enterprises Society)  
Dan Verstraete (Parkland CLASS)  
Darrin Stubbs (Signature Support Services Society)  
Diane Magill (Blue Heron Support Services Association)  
Dianne Kotkas (Lethbridge Family Services)  
Elaine Yost (Optional Rehabilitation Services Inc.)  
Greg Morris (Westlock Independence Network)  
Karen Murphy (Catholic Social Services)  
Sterling Andrews (Care Human Services)  
Pam McGladdery (Universal Rehabilitation Service Agency)

## **Membership Council**

Darla Mohan (South)  
Darrin Stubbs (North West)  
Greg Morris (North East)  
Kathy MacDonald (Edmonton)  
Linda Bozman (Central)  
Miriam Kaye (Central)  
Pam McGladdery (Calgary)

## **Service Provider Partnership Committee**

Ryan Geake, ACDS Board Chair (Calgary Scope Society)  
Pam McGladdery, ACDS Board Vice Chair (Universal Rehabilitation Service Agency)  
Ann Marie LePan, ACDS Board Director (Robin Hood Association)  
Janice Gerbrandt, ACDS Board Director (Rehoboth Christian Ministries)  
Lorelei Martin, ACDS Board Director (Drumheller and Region Transition Society)  
Sue Gilchrist, ACDS Board Director (Winnifred Stewart Association)

## **Contract Management Opportunities Working Group**

Lorelei Martin, Co-Chair and ACDS Board Director (DARTS)  
Darrin Stubbs (Signature Support Services Society)  
Dianne Kotkas (Lethbridge Family Services)  
Janice Gerbrandt (Rehoboth Christian Ministries)  
Todd Rich (Community Living Alternative Services)

## **Commission on Accreditation**

Dana Wild	M. Jane Rotnem
Helen Cowie	Megan Wilcott
Janice Gerbrandt	Michelle Cole
Linda McLean	

## **Accreditation Survey Team Leaders**

Adina McKinnon	Elaine K. Caskie
Annette Bourque	Lynn Graville
Brenda Hogan	Rita O'Connor
Cindy Kunz	Sandra Ebach
Diane Strain	Vivianne Widdifield

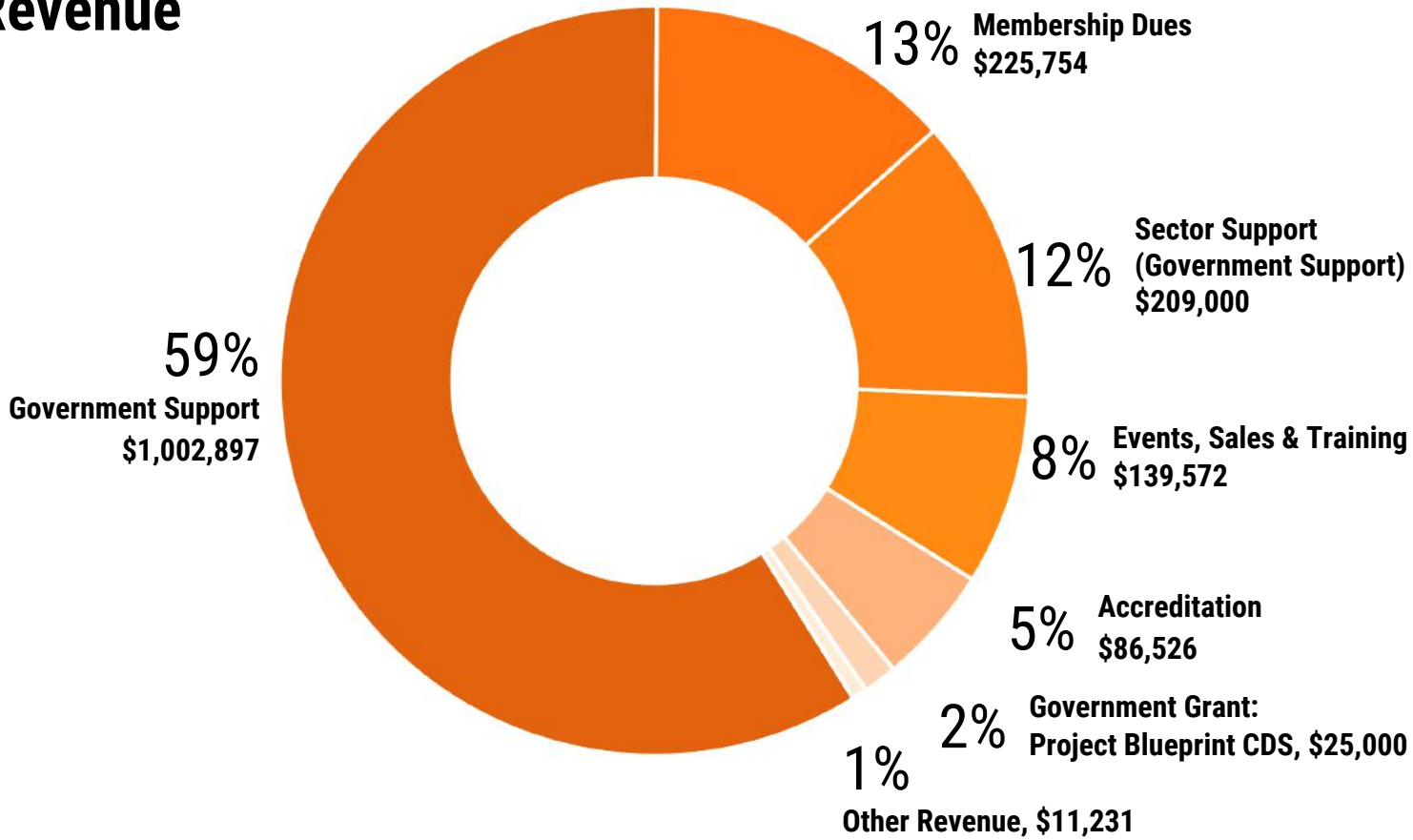
## **Accreditation Surveyors**

Ali Freng	Marina Lynch
Alison Yopyk	Matt Ashton
Almira Vujovic	Melanie Acres
Caelin Richards	Michelle Juett
Chris Krusch	Michelle Wolfe
Christine Hodgson	Norma Wisbling
Colette Wanchulak	Patricia Harding
Darlene Gmeinwesser	Rita Delfing
Erin Thibault	Rene Plaizier
Geoff Chapin	Samanth Campbell
Greg Lane	Sandra Ebach
Heather Richardson	Sarah Dille
Helen Brundige	Serena King
Helena Impett/Crawford	Shannon Macklin
Henriette Groeneveld	Shannon Slabotsky
Jade Menin nee Naglis	Sheila Trew
Jessica Robertson	Sheree Worthington
Kathy Fleming	Sheri Brown Kershewski
Katie Nixon	Tamara Armitage
Kendra Warwick	Tami Tolley
Kim Clark	Tenzin Dolkar
Kristi McKort	Tim Griffin
Lesley Kupka	Tracy Ralph
Linda Staszko	Wendy Ebach
Lisa Maggrah	Wes Hunter
Loretta Fost	Whitney Dunham
Marilyn Reeve	

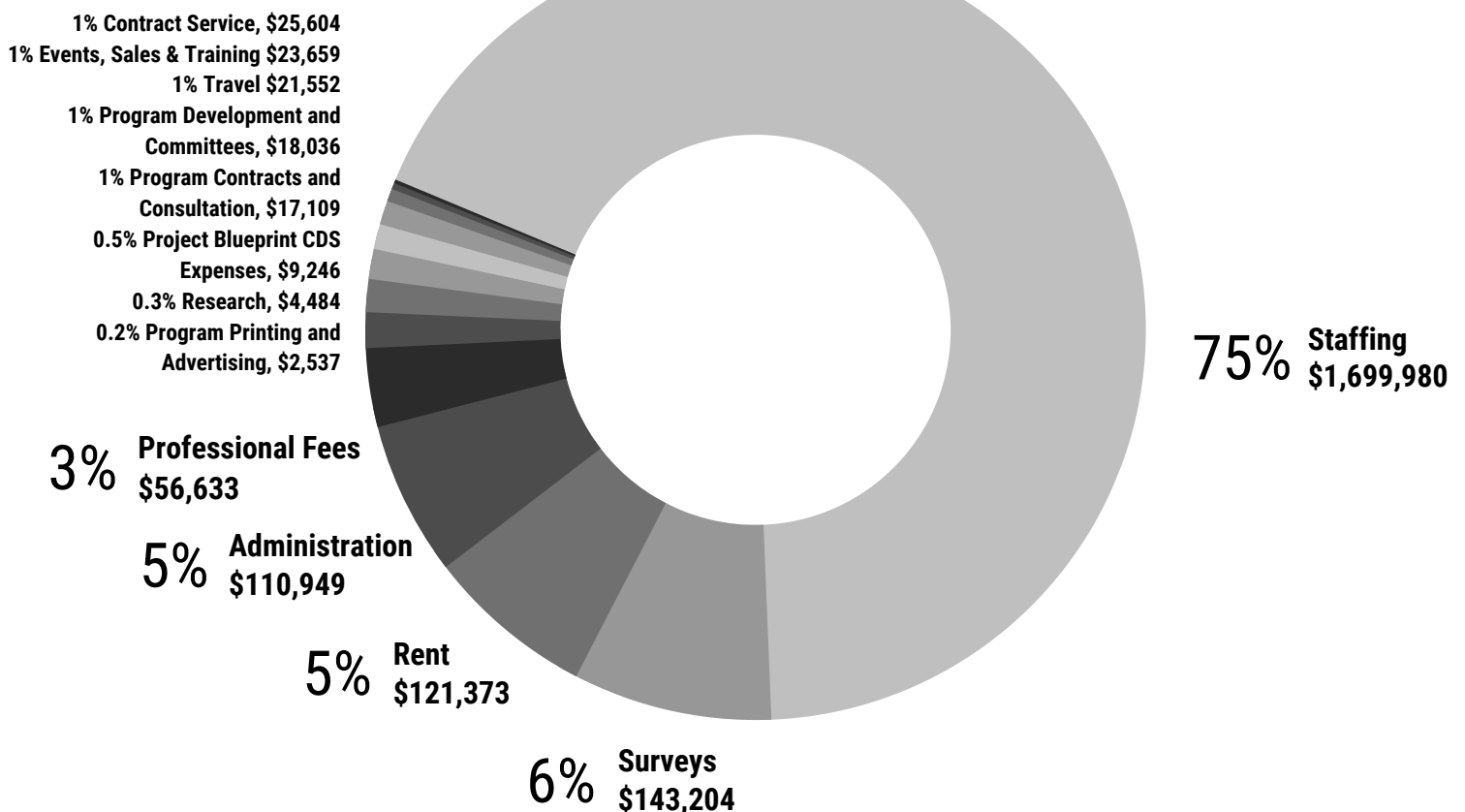
# FINANCIALS

2021-2022

## Revenue



## Expenditure



The logo features the acronym "ACDS" in a bold, sans-serif font, centered within a stylized graphic of three overlapping, curved lines that resemble a swoosh or a series of parallel arcs. Below this graphic, the text "50 YEARS" is written in a large, elegant, serif font.

**ACDS**  
*50 YEARS*

acds.ca | (403) 250-9495

