INDEPENDENT LIVING RESOURCE CENTRE

Annual Report

2011 - 2012

Your Disability Resource Centre

Annual General Meeting
June 28, 2012
St. John’s, NL
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Independent Living Resource Centre

Your Disability Resource Centre

- Transition from Civic # 4 to ILRC in 1997-1998
- Accredited Member of IL Canada
- Not-for-profit cross disability organization
- 10 full time staff and 35-40 Project staff throughout the year

Mission Statement

The Independent Living Resource Centre is a consumer-controlled organization committed to providing supports, resources and opportunities for empowerment, which enable persons with disabilities to make informed decisions about their lives.

Independent Living

Independence is not measured by the quality of task we can perform without support, but by the quality of life we can have with support.”

- Having choices
- Making decisions
- Taking risks
- Taking responsibility
- Having control over one’s own life
Chairperson’s Report – Cecilia Carroll

The past year has been extremely busy, challenging and exciting for everyone involved with the ILRC. I would like to extend my sincere appreciation to my fellow Board Members and the ILRC staff for their support and great work throughout the year. The work of the ILRC would not be possible without the continued contributions of our staff and volunteers. It is this hard work that has helped strengthen the great partnerships we have developed over the years.

After careful review, I am very pleased to tell you that our Board was in a position to reopen the centre five days a week. The decision to close the centre to the public on Fridays was very difficult as we were aware of the impact this would have on consumers. I would like to thank all of you for your patience and understanding during this time and look forward to your continued support as we work to expand and improve the services offered at the ILRC.

On behalf of everyone at the ILRC I would like to extend a very special thank you to all of our volunteers, for the work that you do day in and day out at the ILRC. As I have always said the ILRC would not be the success it is today without your help. The amount of work you do for us is outstanding and very much appreciated.

I would also like to pay tribute to a long time volunteer and Board Member of the ILRC, Brian Conway who passed away in January. Many of you knew Brian and the valuable contribution he made to the ILRC and to many other organizations in the city. Brian will be sincerely remembered and missed.

On behalf of the Board of Directors I extend our appreciation to all our funding partners for your continued support. Your financial support allows the ILRC to do the valuable work that it does. We look forward to continuing our partnerships and working together to improve the quality of programs and services for people with disabilities in our communities.
I would like to formally welcome our new Executive Director, Wayne Penney, who joined the ILRC team in October. Wayne comes to us with years of experience in human service management and has already made significant contributions to the operations of the ILRC. It has been an absolute pleasure working with you and I hope to get the opportunity to be able to continue the great work you have started. We also created a new financial/administrative specialist position which is responsible for supporting the day to day operations of the centre. Welcome to Cynthia O'Driscoll who started in this new position in April. In the short time you have been here I have truly enjoyed working with you.

Thank you.

Cecilia Carroll
Executive Director’s Report

As many of you are aware I am relatively new to the ILRC, having assumed the role of Executive Director in October, 2011. By way of background, I am a graduate of Memorial University, Bachelor of Arts and a Bachelor of Social Work and I retired from the provincial public service in 2010. The majority of my career with the public service involved the management and development of social programs and services throughout the province.

Through my various roles within government, I was generally aware of the ILRC, the excellent reputation this organization has developed over the years and the important role it has played in promoting and developing services for persons with disabilities. My experience with the ILRC has certainly confirmed the value and importance of these programs and services and the leadership role that the centre plays in helping ensure inclusiveness for persons with disabilities in our communities.

Much of my time and energy during the past six months has been devoted to becoming familiar with the operations of the ILRC, getting to know staff and the programs and services they offer at the centre and throughout the province. As well, I have supported the Board of Directors and the various working committees of the Board and through this process identified both short and long term priorities for the ILRC.

Specific initiatives/developments over the past six months which I will highlight include;

- Working with staff and Board to find a way to reopen the ILRC to the public five days a week. This was achieved early in December 2011.
- Completing a review of the ILRC staff policy manual and developing a new operations policy manual which was recently approved by the Board.
- Exploring various options with the Executive Committee with respect to renovating/expanding the existing building to better suit the business and the needs of our consumers. This is still very much a work in progress.
• Developing a new financial/administrative specialist position to support the ongoing operations of the ILRC. This position was approved and filled effective April 2, 2012.

In looking ahead to the next fiscal year, the following priorities have been identified;

• Leading the development of an ILRC Strategic Business Plan for the next three years. This will include exploring new business or service opportunities and partnerships which will enhance the role of the ILRC in promoting inclusiveness within the province.
• Reviewing with staff current programs and services with a view to expanding/improving consumer service and making the best use of existing resources.
• Finalizing and implementing a plan to improve the current building/accommodations for the ILRC.

I would like to express my appreciation to the Board of Directors, especially the Chairperson and members of the various Board Committees for their excellent support, patience and guidance over the last six months. As well, my thanks to the ILRC staff for their welcoming approach and support especially during my orientation to the ILRC and independent living.

The ILRC has a rich history of dedication and excellent service in promoting and supporting independent living. The potential to build on this is unlimited and I look forward to working with all of you over the coming year.

Wayne Penney
Treasurer’s Report

I am pleased to present, on behalf of the ILRC Board of Directors the audited financial statements, (appendix C) for the Independent Living Resource Center for the 2011/2012 fiscal year, as prepared by Morrissey and Company Chartered Accountants. The audited statements confirm that the total revenue received by the ILRC was $959,325.00 and the total expenditures for the year were $918,932.00. The net result for the fiscal year was a surplus of $40,393.00.

As treasurer, I am pleased to see our new financial/administrative specialist position in place. This new, full time position will assist the Executive Director and the board in ensuring that the appropriate management and financial systems are in place to support the day to day operations of the ILRC. Cynthia has a wealth of experience in both the private and not for profit sectors and this knowledge and experience is very well suited to the needs of the ILRC.

I would like to take this opportunity to express, on behalf of the Board of Directors, our sincere appreciation to our funding partners. The valuable work of the ILRC towards promoting a more inclusive community and supporting individuals and families overcome barriers, would not be possible without your continued support. Be assured that your contribution is valued and that the funding provided is managed with a view to providing the best service possible to consumers. We look forward to continuing our successful partnerships.

I would like to express my appreciation to my fellow Board Members for all their support during the past year. As well, to the ILRC staff and the many volunteers who support the ILRC, a job well done. Thank you for all your hard work, dedication and commitment to the ILRC.

Regards

Cindy Howlett

ILRC Treasurer
Report from the IL Canada Provincial Representative

The one constant that seems to remain is change. This year is no exception for IL Canada. At the National level, there are changes taking place federally that can and may affect the future government funding of disability groups in general, and this includes IL Canada and funding to IL Centres.

The Office for Disability Issues (ODI), our main federal funder, has funded IL Canada (and many other national disability organizations) for the fiscal year 2012-2013 as a ‘transformation’ year. In short, this means that there is an expectation that organizations will begin transitioning from government funding to other sources of funding.

This means that organizations will have to become more efficient in their use of funds, or source funding from other methods such as through fundraising, corporate sponsorship or partnerships, or through grant and foundation funding.

Independent Living Canada has been exploring corporate partnerships, has hired an on-contract fundraiser, and is also looking at ways to reduce the cost of the national office, as ways of being more fiscally responsible and finding funds outside of government.

As we head into this new fiscal year of more changes and challenges, our National Chairperson, Cecilia Carroll, and the IL Canada Board are committed, active, and passionate about keeping Independent Living philosophy – and the centres that bring it to the membership – alive and well.

With thanks

Catherine Rodgers, IL Canada Representative, ILRC-St. John’s
**Annual Services**

Individual services are provided by program coordinators and other ILRC staff and occur when support or information is provided to a consumer, friend/family member, education representative, government official, or other person. Categories used to record services encompass topics such as accessibility, finance, education, employment, computer support, skill development, independent living, disability awareness, community links, and many others.

**Chart 1. Growth in ILRC Individual Services from 2000-01 to 2011-12.**
The ILRC’s staff, volunteers, interns and members work to promote Independent Living within our communities and provide services related to all sorts of issues. Some examples are disability awareness, community development, transportation, legal, housing, and many more. The top service issues in 2011-12 are depicted in the chart below.

**Chart 2. Top 10 Service Issues for 2011-2012.**

The ILRC provides services mainly to the St. John’s area through its core programs (Individual Advocacy, Information & Networking, Volunteer/Peer Support, and Career Development). With the addition of two provincial programs (Adaptive Technology and IL Internship) services have increased in areas outside St. John’s in recent years to include the greater Avalon area, Conception Bay South, Eastern, Central, and Western areas of the island, and the Labrador/Grenfell area.
Services are provided to a large variety of people ranging from community agencies to family, friends and consumers by staff, interns, volunteers and citizens. There are no restrictions on who can access ILRC services. In 2011-12, the vast majority of services were provided to consumers (people with disabilities).

The ILRC is known for offering services to the public regardless of where the consumers are and how they wish to receive these services. The three most used methods of contact this year are email, phone and in-person visits to the ILRC.
Information & Networking Program Report

Information and Networking Program (I&N) is one of the ILRC’s Core Programs. It provides people with disabilities, their families and friends and the community at large with information about available disability-related services and resources.

Through one-on-one contact with the Coordinator – in person, on the phone, via e-mail, or otherwise – people are assisted in finding answers to their questions; or are assisted to establish contacts with others who can meet their informational needs. Consumers access clear and accurate information in the format of their choice.

Another role of the I&N program is to provide input through our communities by sitting on different committees to promote Independent Living, accessibility, and inclusion, and to share information and disability resources with other community partners. This past year we had the opportunity to work with (26) community agencies and (3) government agencies.

We have developed and facilitated many workshops, Information Fairs, and Seminars over the past year. We have provided (6) Disability Awareness Fairs, (3) Healthy Eating workshops, (6) Disability Tax Credit Info Sessions, (2) Inclusion Workshops, and (78) ILRC Information Sessions

For the past year and a half we have been in partnership with our National Organization (IL Canada) offering information sessions on the RDSP (Registered Disability Saving Plan). We have provided (34) Registered Disability Saving Plan Information Sessions across the province. Given the increase in other agencies and financial institutions offering these information sessions, we have decided to focus on offering one on one support to consumers regarding the RDSP.

We have been working hard to ensure the quality and accessibility of the Black Spruce, our newsletter. We are working on changing the layout as well as the format of the Black Spruce over the next six months. We are trying to be more informative and accessible to our consumers. I would like to take this
time to send out a sincere Thank You to our newsletter committee who put so much hard work and time into creating each edition of the Black Spruce.

Thank You

Amanda Lush

ILRC BBQ 2011: Our Annual BBQ happens every year in August at the Rotary Sunshine Park in Portugal Cove-St Philips.
Advocacy Skills Program Report

The Individual Advocacy Program has had a busy year. The Program has supported hundreds of consumers to identify their goals, personal strengths and skills. It supports consumers by providing clear, accurate information about current legislation, policy regulations and resources. Consumers have accessed this program to empower themselves to navigate various systems and gain control in order to make informed choices. The program, when requested by the consumer, also acts as a support or liaison between the individual and organization / government / service delivery providers. This year, the program saw 27 people access the program for the first time and over 3000 contacts have been made with consumers, community partners and all levels of government.

Advocacy at the ILRC is about making informed choices and advocating on your own behalf. The ILRC will not advocate for you directly, but it will stand by you and support you to advocate for yourself. The coordinator will ensure that you have the appropriate information and contacts available to get you started on the road to self advocacy. The coordinator will support you through the entire advocacy process so that you become confident in speaking out for yourself, but we will not speak for you.

The key consumer issues remain the same and usually poverty is the underlying factor in all. Accessible affordable housing, transportation, home supports, healthy diets, access to medications, and access to devices remain at the top of this list. The Individual Advocacy Coordinator continues to participate in meetings, forums, workshops and town halls to ensure that the barriers facing persons with disabilities are on the radar of decision makers.

Much of the focus for this fiscal year has been on accessible affordable housing. Inadequate housing is a common issue facing many of our consumers. Through partnership with the Supportive Community Living Partnership Program the Advocacy Program has created a set of tools that consumers and service providers can use when seeking housing options. We have also created an Accessible Housing Guide for Landlords and Developers highlighting accessible housing options and funding sources. Much of the
research and initial work for this project was completed by fourth year nursing students on a work placement with the ILRC. Thank you, Leighann, Gina, and Cathy for your hard work and dedication.

I would also like to thank everyone who has contributed to the Individual Advocacy Program. You’re sharing of valuable knowledge and expertise has truly supported the program’s success. I look forward to another year of working together.

Thank You

Penny Abbott

Election 2011: The ILRC provided a public meeting where we had each of the political parties provided a question and answer session on their platforms regarding disability issues to provide our consumers with informed information.
Peer Support Program Report

The Peer Support Program provides opportunities for individuals to share experiences and skills one to one and in groups. The Peer Support Coordinator supports individuals and links consumers with other services at the ILRC or in the wider community. The Peer Support Program supports individuals to demonstrate and develop personal skills and or essential workplace skills. We work to promote access to recreation/social activities, to develop community capacity and raise the awareness of the rights of parents with disabilities. We provide information and support around independent living and informed choice. The program supports individuals to speak out and work towards community inclusion. We connect people who have things in common so that they can share and work together.

We thank ILRC staff, volunteers, group members and others for their support of Peer Support Groups. This past year 6 Peer Support groups/activities met 63 times. These groups and activities include Dinner Club, Men's Group, Women's Night, Peer- Men and Women's Group, Paint Group and Spruce Up Event. There were 60 individuals who took part in peer support group activities. Another 22 volunteers, volunteer placements, students, educators and health professionals provided support and learned about inclusion. Many group members shared experiences, skills and information in several groups. Discussions were developed and delivered by group members, staff, volunteers and others from the community.

**Dinner Club** members meet every two months to share a meal and learn about inclusion together. This past year ILRC staff, volunteers and members discussed accessibility with staff and owners at 6 restaurants.

**Men’s Group** provided opportunities for men with disabilities to discuss - Accessible Transportation; Cyber Bullying with Adaptive Technology staff; Power of Parenting – Changing Attitudes and Communication Skills.

**Women’s Night** provided opportunities for women with disabilities to discuss - East Asian Art and Culture; Power of Parenting – Changing Attitudes and Nutrition with nursing students; ‘Love and Marriage?'
**Men’s/ Women’s Group** topics included - E-mail Etiquette with the Adaptive Technology Program; Music and Poetry Jam with You Tube Karaoke; Kitchen Party and Mummering at Hoyles- Escasoni Complex; Accessible Housing Focus Group with the Individual Advocacy Program

**Paint Group** members meet on Thursday afternoons from 2:00 to 4:00 pm at the ILRC and in the community. Members learn, share skills and work together on projects. We work to create and share art across disabilities.

Paint Group activities included: Greeting Cards, images and gifts for use ‘in house’; T-Shirts with anti-violence messages for the CommUNITY Clothesline Project; Raised Art and 3-Dimensional Art - Pop-Up Cards and Sculpny; Symwriter Program Activities with the Adaptive Technology program to increase writing and reading skills; Submission of an art piece to the Canadian Mental Health Association, NL ‘Mindscapes’ Art Show.

**Art Inclusion Show** was highlighted in The Telegram, May 4, 2011. MUN Botanical Gardens staff/ artists worked with group members to install 41 pieces of art for a month long exhibition. The Peer Support Program hosted an open house at the MUN Botanical Gardens.

**Spruce Up** is an annual partnership of the Paint Group and Debbie Prim Memorial Courtyard/Garden Committee. Participants ‘spruce up’ the ILRC garden by planting flowers in painted pots and by decorating rocks.

**Power of Parenting Project** was funded by the Wellness Coalition- Avalon East. A Public Information Session was held at the Family and Child Care Connections, St. John’s, NL. Men’s Group and Women’s Night hosted peer sharing groups. From these groups and other conversations, we created Fact Sheets on ‘Maternal Nutrition’ and ‘Power of Parenting and Human Rights’ (published, ILRC Black Spruce, April to June, 2012).

Power of Parenting Project participants shared project successes during a post-event survey. Participants remarked on the leadership by parents with disabilities in all phases of the project; engagement of persons with disabilities; active roles played by volunteers, placement volunteers and ILRC Interns. Placement volunteers from Canada World Youth and the Centre for
Nursing Studies along with an Independent Living Internship Intern played a major role. In addition, the Power of Parenting Project allowed us to develop strong and meaningful partnerships and to connect with many new potential partners.

The Peer Support groups work in partnership with the Mental Health and Addictions Outreach Program, Eastern Health; NL Sexual Assault Crisis & Prevention Centre; Hoyles/ Escasoni Recreation Programs.

The Peer Support program shares information on Independent Living, Inclusion and Peer Support as external events. This past year we attended/participated in community program graduations; an AGM; a conference; workshops; public meetings; Fairs. We participated as a Diversity Panel member, Consumer Health Awareness Network NL. The Peer Support program continues to support individuals to share, be healthy, have good relationships, practice a skill and ‘have a life’.

Thank You

Trudy Marshall

Art Inclusion Show 2011. This event was a partnership with the MUN Botanical Garden. Provided ILRC consumers "artist" an opportunity to display their art work at the Exhibit. We displayed 41 pieces of art for this exhibit.
Volunteer Program Report

Volunteers often talk with the Volunteer Coordinator about what they can do – their skills, what they like to do – their interests and what their dreams are – their goals. Volunteers share their abilities, learn new skills, and learn about the workplace and their life goals. Also, staff and others give feedback to volunteers on their work and their success so that both the volunteer and the ILRC are getting the best result. There are many benefits for volunteers, for the individuals whose lives they touch and for our communities. Volunteers can increase their connection with community and improve their health and sense of well being. We need to ensure a place for persons with disabilities to contribute their talents and share in these benefits.

We wish to thank the 113 volunteers who worked together at the ILRC last year. We thank them for their heart, their work and for the difference that they make in our communities. With volunteers, the ILRC is able to offer more information, support and services to individuals with disabilities. Volunteers bring many different skills and talents to the ILRC and take part in every aspect of our centre. We have supported volunteers to work together, to learn from each other and to put their skills together to do more than they would do alone. We appreciate the work of each and every individual.

Many volunteers at The ILRC identify as consumers, however, others volunteer to develop skills related to their career interests or to further their experiences. We provided support to 5 individuals who participated in 4 community pre-employment programs - Hope Works and New Beginnings, Stella Burry; Value of Work, Value of Money, MacMorrin Centre; Skills Link, Froude Avenue Community Centre. We also provided opportunities for 12 students from university and college to learn and contribute. These partners include Memorial University School of Nursing, Centre for Nursing Studies and Therapeutic Recreation, Academy Canada. Two placement volunteers from Canada World Youth experienced life and learned as part of their Canada- Ghana exchange. Volunteer placements were supported to work on their skills in a supportive workplace setting.
We recruit our volunteers from our membership and through partnership contacts. In addition, we continue to target volunteers for specific jobs using ‘Wanted Volunteers’ posters at Volunteer EXPO 2011; Get Involved and Volunteer Fair, Student Volunteer Bureau, Memorial University, NL; ILRC open house; Health Fair - Stella Burry. We also recruit volunteers through websites such as the Student Volunteer Bureau website and envision.ca. We appreciate our volunteers.

We promoted ILRC volunteers and the ILRC volunteer program in The Telegram, 2011 ‘Volunteering at ILRC’. We were also interviewed on ‘Out of the Fog’ at the Volunteer EXPO 2011. The Volunteer Coordinator worked with others on the Volunteer Week 2012 Committee, Community Sector Council NL – CSC NL to plan and support Volunteer Week events. We have formed a strong partnership with the Volunteer Week committees over the past years.

If you would like to learn more about volunteering, please contact the centre.

Thank You

Trudy Marshall
Debbie Prim Memorial Courtyard and Garden Committee

They say we started in a garden. I imagine it was a beautiful place. Full of green, golden sun in the sky, flowers dressed better than Solomon. Perhaps that’s what we are trying to recreate. Perhaps that’s why we toil away and consider it a blessing.

When I first walked into the Debbie Prim Memorial Courtyard & Garden, we went straight for the swing. I was there with my friend and he was very excited as I pushed him higher. The garden filled with laughter and we came back often.

Although I knew very little about gardening, when I was asked to be the staff member to help coordinate the Garden Committee, I jumped at the opportunity. I knew flowers needed watering and I knew my friend would like to help. That’s where I started.

And so if you have some idea where you might like to start, don’t think it too small a role. And if you do not come with a friend, you just might find one here.

And I have met more friends. And I have noticed not flowers alone growing in Debbie’s garden. As lovely as the scent of lilac, as sweet as the taste of strawberries are the people that have grown and blossomed here.

If you would like to walk in the garden, smell the flowers, grow a turnip and make turnip soup (which is better than it sounds), then we extend to you a warm welcome. Our friend Brian Conway said it best, “Come and learn as you grow.”

Thank You

Stephen Quinn
Full Steam Ahead – Career Development Program Report

The first time I walked into the ILRC, I knew this was an extraordinary place in which all people are welcomed, exactly as they are. I am happy to say that since this first encounter, the impression is even stronger in my mind. To all those considering career development, I extend this same welcome. I hope that this can be a respectful and empowering place to explore your career goals.

Our Career Development Program, Full Steam Ahead (FSA), has had a very successful and busy year. Consumers continue to explore their education, employment and entrepreneurship options. And the Full Steam Ahead Program continues to operate using an IL model of service delivery. As such, we aim to support people with disabilities develop the skills and the network they need to participate in their community’s education and employment opportunities.

Many Full Steam Ahead Consumers experience significant disability-related barriers, but those same consumers also have strengths, goals and the determination to reach those goals. Together with the FSA Coordinator, Consumers are exploring their options around accommodation in both the classroom and the workplace. This helps Consumers see their dreams are within reach.

This year 113 Consumers visited with the Career Development Coordinator and pursued their career goals, 54 of whom were new participants. FSA participants were involved in activities such as

- Pre-employment skill development - e.g. resume writing, career goal setting, cover letters & interview skills;
- Skill and interest inventories – e.g. identifying personal/job related and transferable skills;
- Job searches – e.g. accessing information on employment opportunities and being supported to deal with the ups and downs associated with a job search;
• Identifying and accessing funding sources for school and wage subsidies for employment;

• Exploring career options through career self-assessments, either one-on-one or with the online tool Career Cruising.

• Exploring entrepreneurial opportunities, writing business plans and accessing information on business start-ups.

Full Steam Ahead Consumers are reaching their goals. Over the past year, 25 FSA Consumers found employment and 19 FSA Consumers started or returned to school. In keeping with our cross-disability perspective, Consumers with many different types of disabilities are finding employment and starting school, as shown in the tables below.

The Full Steam Ahead Program has also worked closely with a number of community organizations this past year. Stella Burry Community Services have supported consumers’ employment goals through their Hope Works and New Beginnings Programs. The Canadian Council on Rehabilitation and Work (CCRW) have also supported consumers with their Youth the Future and their Partners for Workplace Inclusion Programs. The FSA Coordinator has also worked closely with the Murphy Centre, Memorial University of

In particular, our connection with the Provincial Government’s Department of Advanced Education and Skills is very important, both for the FSA Program and the consumers who are connected to income support. The Department has been funding the FSA Program for over 10 years, and over 60% of FSA Consumers are connected to the Department and Income Support. Working together, we have helped consumers access employment supports such as the Job Start Allowance, the 6-month Drug Card and the Wage Subsidy for Persons with Disabilities.

This past year, the ILRC and the FSA Program have also had the opportunity to provide input into the Inclusive Education Initiative. In the spirit of Independent Living, Inclusive Education strives to create an education system with the capacity to include all students in a common learning environment, rather than creating separate and special classrooms for students with disabilities. Working with the Student Support Services Committee and The Chair Person and Executive Directors Network Inclusive Education Working Group, the ILRC has the opportunity to help shape the future of the K-12 public education system and the place of students with disabilities within it.

As we look towards the next year, we will continue to support consumers’ participation in the job market, and work towards a community where people with disabilities are employed at levels comparable to those without disabilities - in a workplace without barriers.

Remember too, if you’re still looking for that job, or thinking of going back to school, you don’t have to get there alone. Together, we can talk about your goals and find a way to move towards them, one step at a time.

Thank You

Stephen Quinn
Adaptive Technology Program Report

Technology plays a role in almost every aspect of our lives these days. It is the goal of the AT program that everyone in our province be included in this world of technology. We work to connect consumers with products that work for them; to promote education and awareness of accessibility and inclusion; to support people to learn new ways of accessing information and services; and to provide opportunities for developing new technology related skills.

The ILRC’s Adaptive Technology offers the following services:

- Direct support to consumers to assist them in exploring and accessing technology for education, employment, and everyday living.

- CAP – Community Access Program: Free computer and internet access is available to the public through our fully accessible CAP site. We also have a wide variety of adaptive technologies that support individuals in using the computers and developing new skills.

- Information and education services to increase awareness of adaptive and inclusive technology supports. We also provide many different types of training for assistive software and hardware.

- Skill development opportunities for youth with disabilities through a provincial youth internship project.

- Partnerships with community organizations, government agencies, private businesses and educational institutions to support growth in adaptive technology services throughout the province.

Consumer Support

Through the ILRC’s CAP (Community Access Program) site we are able to offer technology supports and opportunities for computer related skill development. We host a fully accessible computer room with a variety of adaptive technology that people can utilize, including alternative mice and
keyboards, height adjustable desks, touch screen monitors, screen readers and magnifiers, reading and writing software, and much more.

Thanks to funding from the CAP-NL program we were able to hire a Youth Intern to support consumers in the CAP site. Having someone onsite fulltime is extremely valuable given the many and varied requests for support we receive from consumers. Over the course of this year, we provided, on average, 100 services per month to approximately 80 individuals.

This year we were also able to purchase some new software and equipment to increase our level of accessibility in the CAP site.

Support to consumers usually occurs in a one-on-one setting or in a group. This year we completed 117 individual consultations and 15 group training sessions with consumers. An individual consultation typically consists of a brief overview of what AT is, followed by a discussion of options/supports, and some hands-on training. It’s an opportunity for consumers to decide what technology will work for them.

In partnership with the Peer Support program we delivered workshops on Email Etiquette and Cyber Bullying. Together with the IL Internship Program we presented in depth training on Adaptive Technology hardware and software so that interns within that program could in turn support consumers in their communities.

**Adaptive Technology Youth Internship**

Each year we partner with the Community Access Program Youth Initiative (Industry Canada) to deliver an Adaptive Technology internship. This project provides youth with disabilities in NL with an employment opportunity that allows them to work in their own communities, to develop new technology skills, and share information about adaptive technology, accessibility and inclusion. This year we employed 10 youth with disabilities who worked with five organizations throughout the province. Thanks to each of these organizations for their support – College of the North Atlantic,
Memorial University (The Commons), Learning Disabilities Association of NL, Western College, and Compusult.

Outcomes from this project vary from year to year and from intern to intern. But overall, there is consistency in many of the types of impacts coming from this project. Interns report increases in many skill areas, such as interpersonal and communication skills; document preparation and presentations skills; increased confidence through public speaking opportunities, increased teaching/training skills; improved social skills; and research, analysis and problem-solving skills. They also identify an enhanced awareness of accessibility and the Independent Living philosophy.

Within the community, we see an enhanced level of awareness about adaptive technology, and about technology supports that exist in communities. As an example, interns working with students are able to connect those students with technology options they may not have known about previously. And many times these technologies help them move forward with their studies in a way that works well for them. Each time an intern does a presentation it increases general awareness about disability and technology; about the services that are available; and about independent living.

**Community Work & Consultations**

Over the course of this year, the Adaptive Technology program has been working within the community in many capacities – providing AT training, attending information and career fairs, consulting around accessible web design and document production, and more. We worked with 36 groups of educators (high school and post secondary) to provide training on adaptive technology.

In December, we partnered with College of the North Atlantic (Prince Philip Campus) on an initiative to promote the use of technology in the classroom. We provided training on Kurzweil 3000 as a general learning tool that can increase access and inclusion for all students. We talked about the variety
of ways technology can be used to enable students to overcome barriers to learning. Total of 35 instructors participated in the training.

Since then there has been an increase in the number of students availing of technology to support their studies, in particular within the ABE program. Instructors are more keen to use it and are encouraging their students to explore their options as well.

In partnership with the IL Internship Program, we’ve been able to visit communities throughout the province to connect with interns and partner organizations. These visits prove very beneficial in terms of recruiting new interns, developing new partnerships, and identifying ways to work together to further our goals of inclusion.

In April, the Adaptive Technology Program was nominated for the Glenn Roy Blundon Award (Memorial University). This award acknowledges the partnership between Memorial University and the ILRC’s AT program and our efforts in promoting equality and accessibility for Memorial University students with disabilities.

**Continuous Learning**

In the field of technology, continuous learning is a given. Technology changes very fast and it’s important to stay informed so that we can inform others about new options. In keeping with this, the AT program participated in numerous learning opportunities throughout the year.

- Attended webinars on producing accessible videos, supporting the development of literacy and essential skills; creating accessible presentations; best practices in creating accessible electronic documents; planning an accessible website; and utilizing the accessible virtual classroom.

- Researched the accessibility of various mobile devices and mobile applications. This is an area that we will be focusing on much more in the upcoming year.
Adaptive Technology Support Network meetings. The AT Support Network is a group of local individuals who work with AT. They get together to share information on what’s happening within their organizations and any upcoming news and events related to technology. Being connected to these groups is a very valuable tool in staying abreast of new trends and learning new ways to use technology to support people with disabilities.

Financial support for this program comes from the Department of Advanced Education and Skills (Community Partnerships Program), Department of Education (Community Access Program – Newfoundland & Labrador), and Industry Canada (Community Access Program Youth Initiative). Thank you to each of these groups for your continued support and investment in the Adaptive Technology Program.

We would like to thank our many partner organizations, who provide their continual resources and expertise in support of the Adaptive Technology Program. Thank you also to the many volunteers and consumers who support the work of the AT Program. We look forward to another successful year in 2012-13!

Thank You

Donna Power

International Day of Persons with Disabilities 2011: Guest speaker Honourable Tom Marshall
IL Internship Program Report

The IL Internship Program has just completed our fifth year of operation with another group of IL Interns finished on March 27, 2012. This was another successful year for the program as we met and surpassed many of our target events and activities. Sincere thanks to the Department of Advanced Education & Skills for their continued partnership & funding, and to all our community partners for your generous support.

Background

Since our start in December 2007, we have focused our work on a series of objectives, a sample of these include:

- Assist people with disabilities in making employment choices, weighing out risks, and gaining ownership over their personal career development and goal setting.

- Provide learning opportunities for individuals with disabilities across the province through information sessions, webinars, workshops, Community Information Fairs and individual peer mentoring.

- Develop and expand upon community partnerships focusing on the general public, schools, community colleges, universities, other community agencies, employers, and various government departments.

The IL Internship Program is designed to achieve positive outcomes at both an individual (Intern) level and an organizational/community level. A few of these outcomes include:

For Interns

- Enhanced employability through skill acquisition and community placement

- Increased skill capacity and community inclusion and networking.

- Clear understanding of Independent Living Philosophies
• Decreased reliance on support systems

For Community

• Increased understanding of disability related issues and resources
• Developed community citizenship and accessibility
• Increased awareness of the need for diversity & inclusion in communities.
• Facilitated partnership development
• Increased connectedness between consumers and resources within their community

The ultimate outcome from the Internship Program includes increased inclusion for people with disabilities in their communities. By helping to break down barriers and by the promotion of equality through IL, Interns will be able to more fully participate in community. Individuals will be given the information they need in a clear, non-judgmental way so that they can make informed choices about all aspects of their daily living. Interns promote understanding and awareness of disability within their respective community to support inclusive environments. In addition, by providing a link between community and ILRC services, people with disabilities will be able to more clearly access the information necessary for them to identify their education/employment goals, and have the tools they need to make an informed choice.

Program Highlights

• Community Partnership Development & Career Work Centre Training in Happy Valley-Goose Bay
• Community Information Fairs in Stephenville, Corner Brook, Grand Falls-Windsor, Gander, Clarenville, and St. John’s. Advisory Committees developed to organize each Information Fair.
• More than fifty group sessions and individual consultations on topics regarding education, employment, adaptive technology & skill development

Recruitment & Skill Development

As this year’s program began, we focused our attention throughout April and May on program promotion and intern recruitment. During early June into July, interns were interviewed and hired in various locations across the province including Stephenville, Corner Brook, Grand Falls-Windsor, Gander, Glovertown-Terra Nova, Clarenville, St. John’s, and Happy Valley-Goose Bay.

During the initial weeks of the interns’ participation in the program they focus their attention on conducting community research within their respective areas about programs and services available for folks with disabilities and begin critiquing their areas for accessibility and inclusion for entries to be later included within our online database www.inclusion-nl.ca. Also during these initial weeks, interns commence work on completing their career portfolios as a part of the skill development portion of the program. Interns also prepared for provincial training which took place during the summer in St. John’s.

Career Portfolios

During the skill development of the Intern Program, interns focus on developing their personal career portfolio based on recalling personal experiences and withdrawing transferrable skills to promote in job interviews. Portfolios include sections such as Chronological Records, Skills Analysis, Resumes, Cover Letters, CVs, Certificates, and Documentation which would support skills one highlights throughout their portfolio development. Skills are identified based on life history narratives interns write articulating various experiences they’ve had in their lives.

Provincial Training

During the middle of August, Interns travelled to St. John’s to participate in a week long provincial training session with other staff of the ILRC. This
provided interns with an opportunity to learn from each other, develop a team approach and focus attentions on various points of skill development. During these sessions, interns were involved in adaptive technology training, career portfolio development, completed a full day training on Personality Dimensions® and presentations from Mary Reid, Director of the Disability Policy Office as well as presentation from a couple of consumers talking about Augmentative Forms of Communication and how a working dog supports your IL. Provincial Training was a great success and provided opportunities for interns to fine-tune many skills and further prepare them for working independently within communities.

**Alternate Format Services**

Throughout this year we’ve had the opportunity to provide services in alternate formats that has created some revenue for the ILRC. Contracts are completed based on quotes for services to convert printed documents into alternate formats such as Braille, large print, MP3s (digital recorded files), and electronic text files. This year we had to discontinue converting documents into audio cassette files as cassette tapes and recording equipment are becoming obsolete and being replaced with digital recorded files. Interns have promoted our alternate formats services throughout their networks across the province and we will continue to promote these unique services in all our future intern programs.

**Inclusion-NL Launched**

Launched at our AGM in September 2011, [www.inclusion-nl.ca](http://www.inclusion-nl.ca) is an online database maintained and updated by interns from the Internship Program. This site provides the viewer with accessibility information of numerous public places in communities throughout Newfoundland & Labrador. A unique feature about this site is that if a viewer goes to a place we have listed and would like to add information about their access experience, they can leave their feedback at the bottom of the entry to share with subsequent viewers. We currently have over 1500 entries from various communities and it continues to grow daily.
Community Placements | Work Placements

During the program, upon completion of Provincial Training, interns participated in various kinds of placements within their community. Interns volunteered with other organizations that provide CAP services such as local community Y’s and public libraries. They worked one day a week at the local Career Work Centre (CWC) to support CWC clients accessing their adaptive technology as needed and to provide tools, resources and information about disabilities and local disability related resources at the CWCs. This year in partnership with the AT Program, we placed an intern with a local technical/computer business as a pilot for establishing business placements in subsequent programs. All placements were very successful and it is our goal to expand these placements next year.

Webinars

During this program we had an opportunity to test run our virtual office to offer public webinars to anyone interested. In September we offered our first one complete with ASL Interpreting and RealTime Captioning. Our initial webinar topic was on the “Mechanics of using webinar systems”. In March we partnered with York University and DRPI to offer a community workshop on the findings of research conducted a couple of years back on human rights of people with disabilities. During that webinar we also provided real time captioning for workshop participants. This is another area that we plan to expand in our upcoming year.

Community Information Fairs

Throughout the program, interns work extremely hard to coordinate Information Fairs in their communities. For many interns this is their first time organizing an event of such magnitude. Starting with bringing together an Advisory Committee comprising of various community reps, who then meet on an ongoing basis to organize and host their Fair. During the day of the event, various community organizations come together to share information with patrons on the programs and services they provide within their community. This has been the fourth time hosting Information
Fairs in communities, and each year we receive extremely positive feedback on their success. In all locations the local media covers the event and helps to promote positive education within various areas throughout the province.

**Community Workshops | Partnerships**

While our Information Fairs are the biggest event of the intern’s time in the program, interns also offered workshops, info sessions, and consultations on a variety of topics requested of them. Some of these topics include:

- Adaptive Technology
- Disability Awareness
- Access and Inclusion
- Independent Living
- Career Planning
- Community Networking

In order to expand networks within communities we have developed partnerships with various government, educational, business, and community groups. Sincere thanks to all of our partners for your support in our Internship Program. A sample of these include:

- Community Partnerships Program, Dept of Advanced Education & Skills
- Disability Policy Office, Dept of Advanced Education & Skills
- Poverty Reduction Strategy, Dept of Advanced Education & Skills
- Career Work Centres – province wide
- Canadian Paraplegic Assoc NL Employment Prgm – province wide
- CNIB – province wide
- College of the North Atlantic – All Campuses province wide
- Supported Employment Corps - province wide
- Compusult Ltd

Thank You

Kathy Hawkins
IL Interns in St. John’s for Provincial Training August 2011

Premier Kathy Dunderdale visits the Independent Living Resource Centre Oct, 2011
Independent Living Awards 2011 Recipients

The ILRC started presenting these awards to individuals and groups on Dec 3, 2009 (International Day of Persons with Disabilities). We thought that presenting these awards to individuals and groups would be a great way to thank people who practice and promote Independent Living philosophies and principles. Each year we send out nomination forms for people to nominate individuals or groups to receive these awards.

The Cecilia Carroll Award for Independent Living

For a person with a disability who has demonstrated a long-term and extraordinary personal commitment to full inclusion of persons with disabilities in Newfoundland Labrador.

Picture: (right) Cecilia Carroll presenting the Cecilia Carroll Award for Independent Living to Diane White (left)
The Independent Living Young Leader Award

For a young person with a disability, under 30 years of age, who has raised awareness and shown outstanding leadership in promoting full inclusion of people with a disabilities in Newfoundland and Labrador.

Picture: (right) Trudy Marshall and Kathy Hawkins presenting the Young Leaders Award for Independent Living to Amanda Howlett (left)

The Business Award for Independent Living

For a person who has displayed an innovative approach and achieved substantial outcomes in supporting the full inclusion of persons with disabilities, in areas such as employment, transportation, housing, communication and technology. No age limit.

Picture: (right) David Hogan presenting the Business Award for Independent Living to Joanne Stevenson, Diversity Coordinator with RBC Royal Bank (left)
The Local Government Award for Independent Living

For a person who has challenged or lobbied, and has succeeded in implementing substantial change by breaking down barriers faced by people with disability. No age limit.

Picture: (right) Wayne Penney presenting the Local Government Award for Independent Living to Jim McDonald, Office of Employment Equity for Persons with Disabilities (left)

The Social Inclusion Award for Independent Living

For a person who has worked towards a more inclusive environment by creating opportunities for people with disabilities to participate in areas such as sports, the arts, education and the wider community. No age limit.

Picture: (right) Kathy Hawkins presenting the Social Inclusion Award for Independent Living to Lanie Woodfine, Team MacDonald (left)
ILRC Funding Partners

A sincere thank you to our funding partners!

Province of Newfoundland & Labrador

- Department of Health and Community Services
- Department of Advanced Education and Skills
- Department of Education, Community Access Program NL

Government of Canada

- Industry Canada
- Service Canada
- Human Resources and Skills Development Canada

Cash and In-Kind Donations

The ILRC receives cash and in-kind donations from many companies, groups, organizations and individuals. We would like to send out a sincere Thank You to the many groups and individuals that made generous donations to the ILRC this year:

ILRC Vegetable Harvest 2011.
14th Annual General Meeting – September 22, 2011 Minutes

1. Welcome and Introduction of Board Members 2010 – 2011

Cecilia Carroll, Chairperson, introduced all Board members.

2. Minutes of last AGM June 17, 2010

Brian Conway, Secretary, read the minutes from the AGM held on June 17, 2010.

a) Motion to accept the minutes for the AGM 2010- 2011.

Moved by Gerard Blyde; seconded by Adam Cole.
Motion carried.

3. Chairperson’s Report

Cecilia Carroll read the Chairperson’s report as presented in the Annual Report.

a) Motion to accept the Chairperson’s report

Moved by Susan Ralph; seconded by Adam Cole.
Motion carried.

4. Executive Director’s Report

Catherine Rodgers read the Executive Director’s report as presented in the Annual Report.

a) Motion to accept the Executive Director’s Report.

Moved by Gerard Blyde; seconded by Paul Morgan.
Motion carried.
5. Treasurer’s Report and Audited Financial Statements

Cynthia Howlett read the Treasurer’s report as presented in the Annual Report.

a) **Motion** to accept the Treasurer’s Report and Audited Financial Statements for the fiscal year 2010 – 2011.

Moved by Joey Power; seconded by Jessica Gallant. Motion carried.

b) **Motion** to appoint Morrissey and Company Chartered Accountants as the financial auditors for the fiscal year 2011 - 2012.

Moved by Niki MacDonald; seconded by Cathy Gill. Motion carried.

6. Election of ILRC Board of Directors

The Certificates of Appreciation were presented to members of the Board of Directors who were finishing their term.

Michelle Murdoch read the Nomination Committee Report as presented.

Michelle Murdoch invited all Board members who were leaving the board or up for re-election to step down from the head table.

Michelle Murdoch introduced the Nominees. The Nominees for the 2011 – 2012 Board of Directors were:

Scott Batten
Sandra Yetman
Cynthia Howlett
Gerard Blyde
Joey Power
Adam Cole
Suzanne Petten
Richard Murphy
Juliet Fisher
Linda Sorhaitz
(Linda Sorhaitz withdrew her nomination)

Scrubineers for the election were introduced - Susan Ralph, Kathy Jaeger and Roger Baggs.

Jessica Gallant presented the motion to appoint Cecilia Carroll to the Board of Directors for one year in light of the current change in management at the ILRC.

a) **Motion** to appoint Cecilia Carroll to Board of Directors for one year.
   Moved by Brianna Hookey; seconded by Deborah Gilbert.
   Motion carried.

Michelle Murdoch read the Nominee Biographies and gave the nominees a chance to speak.

Paul Morgan noted that on his Braille nominee list there was an additional name of “Natasha McDonald”. Michelle Murdoch informs the membership that Natasha withdrew her nomination earlier that day.

Ballots were collected from voting members and the Scrutineers retire to count the ballots.
7. Appointment of IL Canada Provincial Representative

Cynthia Howlett presented the new motion to re-appoint Catherine Rodgers as the Newfoundland and Labrador representative to IL Canada.

a) Motion to re-appoint Catherine Rodgers as the Newfoundland and Labrador Provincial Representative to the IL Canada Board of Directors.
   Moved by Paul Morgan; seconded by Gerard Blyde.
   Motion carried.

8. Other Business

A memento was presented to Cecilia Carroll commemorating her 25th year of service to the ILRC.

Kathy Hawkins provided background on the development of the Inclusion-NL database. The database features accessibility information for different locations (buildings, etc.) in communities around the province. Sarah Dunphy launched the database.

9. Election Results

Susan Ralph delivered the results of the 2011 – 2012 Board of Directors election.

The eight members elected to the Board of Directors were:

Scott Batten
Richard Murpy
Joey Power
Suzanne Petten
Sandra Yetman
Juliet Fisher
Gerard Blyde
Cynthia Howlett

**Motion** to destroy the ballots
Moved by Gerard Blyde; seconded by Adam Cole.
Motion carried.

10. **New Board of Directors retire for the Executive Election**

11. **Adjournment**

**Motion** to adjourn the Annual General Meeting,
Moved by Adam Cole.
Appendix B: ILRC Board of Directors and Staff

ILRC Board of Directors

Cecilia Carroll
Jessica Gallant
Cindy Howlett
Paul Morgan
Deborah Gilbert,
Joey Power
Niki MacDonald,
Suzanne Petten,
Sandra Yetman,
Juliet Fisher
Scott Batten
Catherine Rodgers - IL Canada Representative

The following people also served on our Board of Directors throughout this year: Brian Conway, Gerard Blyde, Charmaine Davidge, and Richard Murphy

ILRC Core Staff

Wayne Penney – Executive Director
Cynthia O’Driscoll – Financial/Administrative Specialist
Vera Parsons – Receptionist
Amanda Lush – Information & Networking Coordinator
Trudy Marshall – Peer Support/Volunteer Coordinator
Penny Abbott – Individual Advocacy Coordinator
Stephen Quinn – Career Development Coordinator
Donna Power – Adaptive Technology Coordinator
Kathy Hawkins – IL Internship Coordinator
Appendix B: ILRC Board, Program and Other Committees

Board Committees

Executive Committee

Chairperson – Cecilia Carroll
Vice-Chairperson – Jessica Gallant
Treasurer – Cindy Howlett
Secretary – Charmaine Davidge
Member-at-Large – Paul Morgan

Personnel Committee – Jessica Gallant (Chair), Charmaine Davidge, Cindy Howlett, Deborah Gilbert,

Governance Committee – Sandra Yetman, Juliet Fisher, Catherine Rodgers,

Nomination Committee – Suzanne Petten (Chair), Paul Morgan, Scott Batten, Niki McDonald

Board Chairperson is an ex-officio member of all committees.

Other Committees

Black Spruce Newsletter Committee – Catherine Rodgers, Cathy Gill, Gus Russell, Deborah Gilbert, Joey Power

INDEPENDENT LIVING RESOURCE CENTER INCORPORATED

MARCH 31, 2012

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Statement of Revenue, Expenditure and Fund Balance - Operating Fund . 3
Statement of Cash Flows .................................................. 4
Notes to the Financial Statements ...................................... 5-8
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Schedule of Capital Fund Balance ...................................... 10
AUDITORS' REPORT

To the Members of INDEPENDENT LIVING RESOURCE CENTER INCORPORATED:

We have audited the accompanying financial statements of INDEPENDENT LIVING RESOURCE CENTER INCORPORATED which comprise the balance sheet at March 31, 2012 and the statements of revenue, expenditure and fund balance and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In common with many not-for-profit organizations, the Center derives revenue from donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of this revenue was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to revenue, excess of revenue over expenditures, and accumulated fund balances.

In our opinion, except for the effect of adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of the revenue referred to in the preceding paragraph, these financial statements present fairly, in all material respects, the financial position of INDEPENDENT LIVING RESOURCE CENTER INCORPORATED as at March 31, 2012, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

St. John's, NL
May 15, 2012

Morrissey & Company
Chartered Accountants
INDEPENDENT LIVING RESOURCE CENTER INCORPORATED
BALANCE SHEET

As At March 31, 2012 2011

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>Operating Fund</th>
<th>Building Reserve Fund</th>
<th>Capital Fund</th>
<th>Total</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash - unrestricted</td>
<td>$ 82,832</td>
<td>$</td>
<td>-</td>
<td>$</td>
<td>$ 82,832</td>
</tr>
<tr>
<td>Cash - restricted (Page 9)</td>
<td>-</td>
<td>76,998</td>
<td>-</td>
<td>-</td>
<td>76,998</td>
</tr>
<tr>
<td>Receivables (Note 3)</td>
<td>97,478</td>
<td>-</td>
<td>-</td>
<td>97,478</td>
<td>181,103</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>2,764</td>
<td>-</td>
<td>-</td>
<td>2,764</td>
<td>5,940</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>183,074</td>
<td>76,998</td>
<td>-</td>
<td>260,072</td>
<td>237,141</td>
</tr>
<tr>
<td>Interfund (payable) receivable (Note 7)</td>
<td>(75,000)</td>
<td>75,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Capital assets (Note 4)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>316,916</td>
<td>316,916</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>$ 108,074</td>
<td>$ 151,998</td>
<td>$ 316,916</td>
<td>$ 576,988</td>
<td>$ 554,057</td>
</tr>
</tbody>
</table>

| LIABILITIES AND FUND BALANCES | | | | | |
| Accounts payable and accrued liabilities | $ 24,032 | $ | - | $ | $ 24,032 | $ 42,930 |
| Mortgage payable - current (Note 5) | - | - | - | 18,322 | 18,322 | 17,661 |
| Mortgage payable - long-term (Note 5) | 24,032 | - | - | 18,322 | 42,354 | 60,591 |
| **Total liabilities** | 24,032 | - | - | 62,095 | 86,127 | 122,686 |

| FUND BALANCES | | | | | |
| Operating fund - unrestricted | 84,042 | - | - | 84,042 | 140,707 |
| Building reserve fund (Page 9) | - | 151,998 | - | 151,998 | 53,504 |
| Capital fund (Page 10) | - | - | 254,821 | 254,821 | 237,160 |
| **Total liabilities and fund balances** | $ 108,074 | $ 151,998 | $ 316,916 | $ 576,988 | $ 554,057 |

On behalf of the Board:

[Signatures]

Director

Director

See Accompanying Notes 2.
# INDEPENDENT LIVING RESOURCE CENTER INCORPORATED
## STATEMENT OF REVENUE, EXPENDITURE AND FUND BALANCE – OPERATING FUND

For The Year Ended March 31, 2012 2011

### Revenue
- Province of Newfoundland and Labrador operating grant (Note 6) $234,600 $234,600
- Other (Note 6) 724,735 717,796

**Total revenue** 959,335 952,396

### Expenditure
- Administration 2,058 1,773
- Bank charges 583 872
- Bad debts 4,864 4,193
- Capital assets 19,110 18,379
- Insurance 5,569 5,301
- Heat, light and power 6,488 6,369
- Maintenance and repairs 8,365 4,858
- Miscellaneous 4,062 2,234
- Professional fees 26,172 15,709
- Programs and accommodations 63,409 75,314
- Purchased services 29,917 30,104
- Salaries and benefits 689,282 688,319
- Staff transportation 5,181 5,439
- Office supplies 10,821 8,547
- Telephone and communications 8,958 13,782
- Staff training 12,949 11,141

**Total operating expenses** 897,788 892,334

- Mortgage principal 17,661 17,024
- Mortgage interest 1,983 2,977
- Provision for building reserve 1,500 1,500

**Total expenditures** 918,932 913,835

### Excess of revenue over expenditures
- 40,393 38,561

### Fund balance, beginning of year
- 140,707 69,969

### Interfund transfer (Note 7)
- (97,058) 32,177

**Fund balance, end of year**

$84,042 $140,707

See Accompanying Notes
INDEPENDENT LIVING RESOURCE CENTER INCORPORATED
STATEMENT OF CASH FLOWS

For The Year Ended March 31, 2012 2011

<table>
<thead>
<tr>
<th>Operating activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excess of revenue over expenditures</td>
</tr>
<tr>
<td>Net change in non-cash working capital</td>
</tr>
<tr>
<td>Net cash from (used in) operating activities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Financing activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mortgage principal repayments</td>
</tr>
<tr>
<td>Net change in capital / building reserve fund balance</td>
</tr>
<tr>
<td>Net cash from financing activities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Increase (decrease) in cash position during year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Cash position as at beginning of year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cash position as at end of year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Cash position consists of:

<table>
<thead>
<tr>
<th>Cash position consists of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash - operating fund</td>
</tr>
<tr>
<td>Cash - building reserve fund</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Supplemental cash flow information

<table>
<thead>
<tr>
<th>Supplemental cash flow information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest paid</td>
</tr>
</tbody>
</table>

See Accompanying Notes 4.
1. Purpose of the organization

The INDEPENDENT LIVING RESOURCE CENTER INCORPORATED (the "Center") was incorporated without share capital in 1979 under the laws of the Province of Newfoundland and Labrador. The Center promotes and enables independent living for persons who have disabilities. The Center is a not-for-profit organization not subject to corporate income taxes and is a registered charity.

2. Accounting policies

These financial statements have been prepared in accordance with Canadian generally accepted accounting principles, the more significant of which are set out below:

(a) Fund accounting

The Center follows the restricted fund method of accounting for contributions.

The operating fund accounts for the Center’s program delivery and administrative activities and consists of unrestricted resources.

The capital fund represent resources that have been invested in capital assets.

The building reserve fund represents balances restricted for significant building repairs and eventual building expansion.

(b) Revenue recognition

Restricted contributions are recognized as revenue in the year in which the expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

(c) Capital assets

Capital assets of the Center have been recorded at cost and no amortization has been recorded. In lieu of amortization, operations have been charged with mortgage principal and interest payments.

(d) Contributed services

The contribution of time by volunteers is significant to the ongoing operations of the organization. Due to the extensive use of volunteer work and valuation difficulties, the Center feels it is impractical to record the receipt of contributed volunteer time, although contributed time is recorded in hours.
2. Accounting policies (continued)

(e) Management estimates

The preparation of financial statements in conformity with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, disclosures of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenue and expenses during the reporting periods. Actual results could differ from those estimates.

(f) Financial assets and liabilities

The Center classifies its cash as financial assets held for trading. Accounts receivable are classified as loans and receivables. Accounts payable and accrued liabilities, and mortgage payable are classified as other liabilities, each of which is measured on an amortized cost basis.

Assets or liabilities held for trading

Financial instruments classified as assets or liabilities held for trading are reported at fair value at each balance sheet date, and any change in fair value is recognized in income in the period during which the change occurs.

Loans and receivables and other financial liabilities

Financial instruments classified as loans and receivables and other financial liabilities are carried at amortized cost. Interest income or expense is included in income over the expected life of the instrument.

(g) Cash

Cash consists of cash on hand and deposits with maturities of three months or less.

(h) Adoption of new accounting policies

In December 2010, the Accounting Standards Board (the "AcSB") and the Public Sector Accounting Board finalized new accounting standards for not-for-profit organizations. These new accounting standards were created with the goal of clarifying the AcSB’s position that there should be no differences in accounting between profit-oriented enterprises and not-for-profit oriented organizations when the circumstances and transactions are the same, other than for matters included in the 4400 series of the Canadian Institute of Chartered Accountants Handbook sections. The new standards must be adopted by all entities with fiscal years beginning on or after January 1, 2012, with earlier adoption permitted.

The Center has chosen not to adopt these new standards for its year ending March 31, 2012. Adoption of these standards is not expected to have a significant impact on the Center’s financial statements.
3. Receivables

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harmonized sales tax</td>
<td>$13,399</td>
<td>$4,340</td>
</tr>
<tr>
<td>Project receivables and other</td>
<td>$84,079</td>
<td>$176,763</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$97,478</strong></td>
<td><strong>$181,103</strong></td>
</tr>
</tbody>
</table>

4. Capital assets

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land</td>
<td>$39,402</td>
<td>$39,402</td>
</tr>
<tr>
<td>Building</td>
<td>240,714</td>
<td>240,714</td>
</tr>
<tr>
<td>Furniture</td>
<td>36,800</td>
<td>36,800</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$316,916</strong></td>
<td><strong>$316,916</strong></td>
</tr>
</tbody>
</table>

5. Mortgage payable

Canada Mortgage and Housing Corporation mortgage at 2.4%, repayable in monthly instalments of principal and interest of $1,642, maturing October 1, 2015.

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td><strong>$62,095</strong></td>
<td><strong>$79,756</strong></td>
</tr>
<tr>
<td>Less current portion</td>
<td>(18,322)</td>
<td>(17,661)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$43,773</strong></td>
<td><strong>$62,095</strong></td>
</tr>
</tbody>
</table>

Estimated payments of principal for each of the next four fiscal years are as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>$18,322</td>
</tr>
<tr>
<td>2014</td>
<td>$19,008</td>
</tr>
<tr>
<td>2015</td>
<td>$19,720</td>
</tr>
<tr>
<td>2016</td>
<td>$5,045</td>
</tr>
</tbody>
</table>

6. Revenue

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td><strong>$350,000</strong></td>
<td><strong>$329,680</strong></td>
</tr>
<tr>
<td>IL Internship Program</td>
<td>$93,695</td>
<td>93,500</td>
</tr>
<tr>
<td>IL Projects</td>
<td>81,501</td>
<td>53,478</td>
</tr>
<tr>
<td>Full Steam Ahead Program</td>
<td>72,744</td>
<td>72,744</td>
</tr>
<tr>
<td>Other contracts</td>
<td>71,592</td>
<td>114,192</td>
</tr>
<tr>
<td>Adaptive Technology</td>
<td>53,227</td>
<td>53,227</td>
</tr>
<tr>
<td>Donations</td>
<td>1,966</td>
<td>975</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$724,725</strong></td>
<td><strong>$717,796</strong></td>
</tr>
</tbody>
</table>

The Center is funded by an annual operating grant (2012 - $234,600; 2011 - $234,600) from the Province of Newfoundland and Labrador. The Center also receives grants and donations on an annual basis from various levels of government for specific programs and projects (2012 - $724,725; 2011 - $717,796). The Center is dependent upon these annual operating grants in order to be able to carry out its mandate.

7.
7. Interfund transfers

During the year, the Center repaid the interfund balances owing to the building reserve fund from the operating fund in the amount of $41,025.

The Center transferred excess cash from operating fund to the building reserve fund in the amount of $23,975 and transferred the balance of the courtyard reserve bank account to the operating fund in the amount of $1,917.

The Center also approved an additional transfer of $75,000 to the building reserve fund from the operating fund. This amount was not transferred as of March 31, 2012, resulting in an interfund receivable (payable) between the operating fund and the building reserve fund in the amount of $75,000.

8. Financial instruments

The fair value of the Center's cash, accounts receivable, accounts payable and accrued liabilities approximate their carrying amount because of the short maturity of these instruments.

The fair value of the Center's mortgage payable is considered to approximate fair value.

The Center has a comprehensive risk management framework to monitor, evaluate and manage the principal risks assumed with financial instruments. The risks that arise from transacting financial instruments include credit risk, liquidity risk, and market risk.

(a) Credit risk

The Center's credit risk is due mainly to its accounts receivable. The Center believes that its accounts receivable credit risk is limited due to nature of its receivable balances.

(b) Liquidity risk

The Center considers that it has access to sufficient funds available to meet its current and long-term financial needs.

(c) Market risk

The Center is exposed to interest rate risk on its mortgage payable. Fixed-interest instruments subject the Center to a fair value risk while the renegotiation of the mortgage at the end of each term subjects the Center to cash flow risk.

9. Capital management

The capital managed by the Center has traditionally been composed of fund balances and the Center's credit facilities, mainly the mortgage payable. The Center does not believe this will change in the foreseeable future.
### INDEPENDENT LIVING RESOURCE CENTER INCORPORATED
### SCHEDULE OF BUILDING RESERVE FUND

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>As At March 31,</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Balance as at beginning of year</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions and transfers</td>
<td>$ 59,934</td>
<td>$ 90,611</td>
</tr>
<tr>
<td>Interest revenue / bank charges</td>
<td>$ 13,691</td>
<td>$ 13,531</td>
</tr>
<tr>
<td>Capital purchases</td>
<td>(20,121)</td>
<td>(20,121)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$ 53,504</td>
<td>84,021</td>
</tr>
</tbody>
</table>

| **Transactions during year** |           |           |
| Transfer to (from) the building reserve fund |           |           |
| from (to) the operating fund                | $ 97,058  | (32,177)  |
| Current year contribution from statement     |           |           |
| of revenue, expenditure and fund balance    | $ 1,500   | $ 1,500   |
| Interest revenue / bank charges              | (64)      | 160       |
| **Total**                                    | $ 98,494  | (30,517)  |

| **Balance as at end of year** |           |           |
| Contributions and transfers    | $ 158,492 | $ 59,934 |
| Interest revenue / bank charges| $ 13,627  | $ 13,691 |
| Capital purchases              | (20,121)  | (20,121) |
| **Total**                      | $ 151,998 | $ 53,504 |

**Balance as at end of year is comprised of:**

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>$ 76,998</td>
<td>$ 12,479</td>
</tr>
<tr>
<td>Due from operating fund (Note 7)</td>
<td>$ 75,000</td>
<td>$ 41,025</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$ 151,998</td>
<td>$ 53,504</td>
</tr>
<tr>
<td></td>
<td>2012</td>
<td>2011</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>--------</td>
<td>--------</td>
</tr>
<tr>
<td>Balance as at beginning of year</td>
<td>$237,160</td>
<td>$220,136</td>
</tr>
<tr>
<td>Transactions during year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mortgage principal payments</td>
<td>17,661</td>
<td>17,024</td>
</tr>
<tr>
<td>Balance as at end of year</td>
<td>$254,821</td>
<td>$237,160</td>
</tr>
</tbody>
</table>