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INDEPENDENT LIVING RESOURCE CENTRE - MANDATE

The ILRC is a consumer controlled organization that promotes and supports citizens with disabilities to make choices and take responsibility for the development and management of personal and community resources.

ILRC is a consumer-controlled, cross-disability, community based, non-profit promoter of integration and full participation.

Essential program components of the ILRC include, but are not limited to, the following:

- Information and Referral
- Peer Support
- Individual Advocacy
- Personal Attendant Community Education
- Increasing Service Capacity through Research and Development
- Programs designed to enhance inclusion, including such direct and information supporting services as:
  - Housing Assistance
  - Transportation
  - Leisure Education
  - Training and Disability Awareness
  - Community Living
BOARD OF DIRECTORS 2017-2018

EXECUTIVE OFFICERS
Chairperson: Lori Ross
Vice-Chairperson: Ken Shachtay
Treasurer: Linda Ross
Secretary: Arnie Klymchuk

OFFICERS
Sharon Olson
George Russell
John Pinkerton
Grant Young
# STAFF ROSTER

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<th>Position</th>
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<td>Executive Director</td>
<td>John Young</td>
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<tr>
<td>Project Development and Training Coordinator</td>
<td>Doug Lockhart</td>
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<tr>
<td>Senior Program and Community Living Coordinator</td>
<td>Jodie Jephcote</td>
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<td>Operations and Administration Coordinator</td>
<td>Robert Mitchell</td>
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<tr>
<td>Finance and Accounts Coordinator</td>
<td>Eugene Del Mundo</td>
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<td>Payroll Coordinator</td>
<td>Sonia Muncal</td>
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<td>Reception</td>
<td>Libby Zdriluk</td>
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<td>Media/Web Administrator</td>
<td>Jason Hirose</td>
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<td>Information and Referral</td>
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<td>Natalie Pirson</td>
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<td>Chelsey Sommerfield</td>
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<td>Terry McIntosh</td>
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<td>Individual Self-Advocacy</td>
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<td>Marie-Lynn Hamilton</td>
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<td>Natasha Klassen</td>
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<td>Lagrimas Bolado</td>
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<td>Patrick Stewart</td>
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<td>Kishana Williams</td>
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<td>Allen Mankewich</td>
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<td>Urban Entrepreneurs with Disabilities (UEDP)</td>
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<td>IL Consultant</td>
<td>Susianti Fierce</td>
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As this is my last year as the ILRC’s Chairperson, I’d like to take this opportunity to thank all of our Board members for their dedication to the ILRC and their support of the IL Philosophy. This 6 year term on the Board has been both challenging and interesting getting to know new community members while working with friends and acquaintances. I’d also like to give kudos to all of the staff and volunteers at the Centre; they have always welcomed me, my opinions on any and all issues and ideas in the variety of programs and activities that ILRC is known for.

What a year it has been and what an experience for me. When I began my tenure on the Board, it was with the understanding that I might enjoy a state of semi-retirement. For those who know me, you will agree that I have remained very busy, if not too busy, for the past several years. It is a rewarding experience to serve on the Board and to be involved with such a dynamic community and resource centre.

The ILRC as Agent Option expanded significantly during the past 18 months and we know this will have very positive impacts in the community for years to come. As we explore more options in community living, we see more opportunities for people to fully realize independence. I have long been an advocate for Self and Family Managed Care and the Agent piece is simply another way for persons to navigate the program with a little extra support.
I was proud to be a part of the new and expanded DART Centre project. The training centre itself, as many know, is now a community-accredited and recognized location for quality training in many different areas. I was glad to be part of the action plan that brought thousands of Taxicab Operators throughout Manitoba to the ILRC to better understand accessibility, respect and safety. We hope that this partnership with the Manitoba Taxicab Board continues, now under the direction of the City of Winnipeg Parking Authority.

It has always been my desire and objective to help maintain the continued success of the ILRC, most especially in keeping the Independent Living Philosophy and Consumer Control in the forefront. These very unique philosophies and ideals are what distinguishes the ILRC from other disability service providers and, I am confident, will continue to help sustain the Centre into the future.

Thank you.

Lori Ross
Chairperson,
ILRC Board of Directors
TREASURER’S REPORT – 2017-2018

The fiscal year of 2017-2018 was one of financial stability for ILRC. The net assets of the centre were $485,047 as of March 31, 2018, representing a decrease of $43,586 from the previous year-end. This was a result of a loss of $1,647,256 which exceeded our expenditures of $1,697,504. In 2016-2017, a revenue of $1,443,008 exceeded our expenditures of $1,399,345 by $43,663.

In addition to Core Program revenues and expenditures as noted above, the centre recorded $3,378,129 (2016-2017, $3,146,037) of revenue and expenditures from various projects.

During the 2017-2018 year, ILRC continued to receive significant support from United Way of Winnipeg, the Province of Manitoba, Employment and Social Development Canada, Western Economic Diversification Canada, Service Canada, Regional Health Authorities/Winnipeg Regional Health Authority, Manitoba Public Insurance and Employment & Income Assistance.

We appreciate the support and dedication of volunteers, community members and staff as ILRC moves ahead with the exciting developments in new programming. Thank you also to everyone who made personal donations over the past year.

Linda Ross
Treasurer,
ILRC Board of Directors
FINANCIAL SUMMARY MARCH 31, 2018

(PRE AUDIT)

STATEMENT OF FINANCIAL POSITION

Assets
Current (Cash, short term investment certificates, Accounts receivables, deferred expenses) $ 956,609
Capital, net of accumulated amortization $ 237,207
$1,193,816

Liabilities, Deferred Contributions and Net Assets
Current Liabilities $ 563,935
Deferred contributions and inducements $ 144,833
Net assets $ 485,047
$1,193,816

STATEMENT OF OPERATIONS

Community Grants, donations, fees and sundry $1,160,885
Province of Manitoba $ 481,985
Government of Canada $ 4,386
$1,647,256

Expenditures $1,697,504

Excess (Deficiency) Revenues $ 50,249

Complete financial statements as well as an auditor’s report prepared by Reid and Associates are available at the office and AGM. This page is a condensed summary of those statements prepared prior to final audit.
I want to begin this 2017-2018 year by thanking the many volunteers and community members who were so closely involved and associated with the Independent Living Resource Centre. We have always been very fortunate in that we can count on solid participation from the Board of Directors and community to ensure that key events throughout the year remain engaging and well-attended. Truly, without the many persons involved in the good works of the ILRC, we would be far behind in terms of remaining competitive and relevant in these challenging bureaucratic and economic times.

And this year was definitely challenging. We witnessed a new Provincial Government step into governance and carry out its commitment to austerity and fiscal responsibility. Among the collateral effects has been a lack of funding commitments to the non-profit and charitable community sectors in Manitoba. Many agencies are operating without previous funding levels or, in worst cases, have been cut completely from public service. As of this writing, ILRC is one of many community agencies operating without a signed Service Purchase Agreement with the Province, the first time since the days of former Premier Gary Filmon that we are doing so.
ILRC has always been able to weather such economic instability by staying true to delivery and mandate and growing our own service delivery component. As you read through this Annual Report, you will note some of the exciting changes and expanded programming through the past year. If a non-profit group cannot adapt, change or evolve to accommodate the growing and changing needs of the community, they will be hard-pressed to remain in operation.

2017 saw the full launch of the new DART Centre on the 2nd floor of Portage Place. Here, we expanded service delivery to accommodate the need for the Manitoba Taxicab Board to ensure each and every taxi operator was properly trained on disability awareness, safety and the respectful transportation of persons with disabilities. This partnership came about through significant efforts on both the parts of the late David Sanders and the disability community and it is a fine legacy that we are building. Nearly 2000 taxi drivers were trained in 2017. We hope that this partnership will continue for the benefits to community and public service are many. We thank the Winnipeg Foundation, Portage Place Shopping Centre and Durango Construction for their work in bringing the training centre up to modern accessibility and teaching standards. It has been a long project but one that we are realizing daily the fruits of our labors as more trainees receive our vast complement of programming: Accessible Transportation Module, CPR/First Aid, Non-Violent Crisis Intervention, Mental Health First Aid and more.
Many newcomers are choosing and finding Manitoba as their home and place to begin anew. This also means more people are finding the Personal Attendant Community Education program as a place to begin training for gainful employment. PACE has been streamlined and is once again seeing increases in numbers across the board. PACE remains unique in the country in that it is directed by the disability community. We are exploring the possibilities of including an online component to PACE training, primarily for the theoretical portions of the program, in order to open up training availability to more people. The need for viable and community-accredited Independent Living Attendants is increasing. It is our obligation to widen opportunity for possible trainees in order that community living remains a real option for persons with disabilities.

The Self/Family Managed Care (SFMC) ILRC as Agent Option continued its remarkable growth this past year. From its humble beginnings as a concept designed to enhance opportunity within community living, it has grown to a multi-faceted option that supports consumers operating within the SFMC model. More people want to live in their own homes in the community. More people are turning away from traditional models of institutional or medical-based living like care homes or hospitals. As this tide continues to grow, it is becoming more and more vital that individual care plans be catered to persons rather than systems. For too long, we bore witness to systemic changes designed to benefit cost-savings and bureaucracy. Person-centred care remains the focus of ILRC and many disability service providers and the Agent Option is just one example of this mandate.
2017 also saw a return to our Wheels of Change Concert Series. In July, ILRC hosted the Aaron Peters band and Deuxième Take for a live concert at the Forks. On a hot summer night, several hundred people took part in a free concert with the added advantage of promoting both the ILRC and ILRC Able Sail brands to the public. We will return the concert series in 2018 with a modified lineup of performers. ILRC also participated in the 2017 Pride Parade. Many volunteers came out as our modest float made its way in the parade to promote inclusion on many levels. Thank you to the community members and volunteers who support these events and activities.

What we have learned this past year is that austerity comes with a price. When governments turn to cost-savings and service cutbacks, non-profit and charitable groups must learn how to retain more of their own service independence in order to remain afloat. This means tapping into more service delivery and expanding the umbrella of programming into new fields that address emerging service gaps. This means trying something new. ILRC Board and Management have been exploring over the past few years different ways to partner with the private sector, to work directly with for-profit agencies in order that ILRC programming can flourish and sustain itself for years to come. We have seen many kinds of private/public partnerships in the past decade, mostly in the realms of infrastructure, technology and green tech settings. The merger of medical service and medical product has long been a viable pairing. If attendant care hours are to be more easily accessible to the public, then a partnership within this realm may very well be called for. ILRC can and should work with a private sector partner in order to fully realize the benefits of an expanded attendant care offering, a partnership that will contribute to long-term sustainability and longevity for both the ILRC and the Independent Living Movement in Manitoba.
My appreciation once again is extended to all staff, volunteers, Board members and the general membership for their efforts in supporting both the Centre and the IL Movement. As we explore new programming and methods to foster independence both for individuals and agency, we will continue to rely on both the feedback and participation of community members and to remain engaged with the many community groups we work with. 2018 will, no doubt, continue to bring challenges. ILRC must be ready to transform the challenges of today into the opportunities of tomorrow.

John Young  
*Executive Director*
CORE PROGRAMMING

The purpose of the ILRC is:

• To establish an Independent Living Resource Centre which will encourage the self-determination, self-help, and participation of all people with disabilities in the community

• To develop several specific Independent Living Programs such as: Peer Support, Information and Referral, Individual Advocacy, Personal Attendant Community Education, and Research and Development.

• To research community and individual independent living issues and propose alternative service models to fill in gaps in service as they are identified

• To provide workshops i.e.: identified problem areas and stimulate public education about Independent Living

Independent Living Resource Centre is built upon the five foundations of IL Programming, the Core Programs.

The following pages represent reporting from these programs:

• Individual Self-Advocacy
• Peer/IL Skills
• Information and Referral
• Research and Development

In 2008-2009, PACE was incorporated into the Core pillars of programming.
The Individual Advocacy Program at ILRC is designed to support consumers in gaining the skills and knowledge necessary to advocate independently across different systems and issues. Being able to advocate successfully involves learning more about your rights and responsibilities, exercising these rights and navigating advocacy issues and making informed choices about directing and achieving advocacy goals.

In addition to teaching advocacy supports and access, Individual Advocacy coordinated several workshops, the development of a vast amount of information on the ILRC’s website, and intersected with other community organizations to nurture better referral processes. Individual Advocacy provided one on one supports to 150 individuals and provided contact supports to over 2200 separate incoming inquiries through phone, email or face to face. The program also participated in over 40 presentations, a combination of workshops, committee bodies throughout the city of Winnipeg, and community orientations.

Individual Advocacy maintains its presence on several community committee groups and community events including Red River College’s Access Advisory Committee, MLPD’s Housing Committee, the Housing Registry Network, the Social Planning Council and the UN Safe Cities Initiative for which we are garnering support from provincial government on exploring safety for women with disabilities living and working downtown.

ILRC continues its work with the Public Interest Law Centre on securing accountability and action on accessible transit service in the city of Winnipeg. We look forward to the resolution from the Manitoba Ombudsman in the comprehensive complaint against Handi-Transit submitted in 2016. We have been assured that drafts will be available in the middle of 2018.

Individual Advocacy works alongside all ILRC programs to be able to provide holistic, complete services to the consumer population. Many consumers report feeling a sense of great achievement in their active roles in seeking resolutions to various issues that are just and fair.

**Marie-Lynn Hamilton**  
*IL Consultant, Individual Advocacy*
ILRC ORGANIZATIONAL CHART

Finance and Accounts Coordinator
- Payroll Coordinator
- Accounts Receivable
- Accounts Payable

Senior Program and Community Living Coordinator
- Brokerage
- Self/Family Managed Care
- Qu'Appelle Housing
- Personal Attendant Community Education
- MIST Housing
- ILRC as Agent (SFMC Option)
- Leisure Education
- Student Placements

Individual Advocacy
- Government Relations

PACE Outreach
Within the Peer Support/IL Skills program, individuals learn and expand their existing knowledge base through a peer environment. Peer Support is, quite simply, consumers helping consumers. By sharing knowledge and experiences, individuals can come together to enhance skills in Independent Living in a friendly and non-judgemental environment.

The program hosts workshops throughout the year with community-identified topics and discussions. Through 2017-2018, this meant 8 specific workshops with nearly 100 participants on diverse topics such as Health Care Directives, Scams and Frauds, Stress management, Advocacy, Nutrition, Disability and Taxes, Social Media and the ongoing Housing series. IL Skills and Peer Support intersects with Information and Referral in tackling subjects that are of paramount concern and importance to the community. We have witnessed an increased need for Housing referrals and information on how to remain connected to various topics, resources and events in the community; this has specifically resulted in a need to enhance our social media skills offerings.

In terms of attendance, among the most successful workshops were the ABCs of Advocacy, wherein the Individual Advocacy IL Consultant presented the fundamentals of navigating systems independently and successfully, and Housing which included community presenters Ten Ten Sinclair and the Winnipeg Rental Network.

Peer Support/IL Skills coordinated with several other community agencies to bring in expertise to facilitate and support workshops. Such partners included Winnipeg Police Services and Streetwise Safety, Klinic, WRHA, Manitoba Housing, G. Alex Law Corporation and others.

Thank you to all the Peer Support and IL Skills community for their contribution and participation this year. Thank you also to community partners and presenters who made for dynamic learning experiences in all of our workshops.

Chelsey Sommerfield
IL Consultant
INFORMATION AND REFERRAL REPORT

Information and Referral (I&R) is one of the Core programs of the ILRC and remains the first contact for members of the public on resource connection and finding out what is available in the community. I&R staff are prepared to respond and direct inquiries both within and without the centre on viable resources related to independent living.

Some of the key issues that I&R has supported consumers in their navigation include housing, advocacy, financial support, employment, transportation and recreation. I&R received over 3100 separate inquiries from the community via phone, walk in meetings and e-mail, dealing with a wide variety of topics, including: housing, financial options, transportation, employment, access in the community, attendant care and community living options. This includes informational package distribution to various communities in Manitoba. In addition, I&R is tasked with the assembly, generation and distribution of the quarterly Options newsletter, now an e–submission that keeps members of the community apprised of changes and new trends in both the community and the exciting landscape of Independent Living.

I&R has been and continues to be an integral part of our new social media campaign. Social Media has a very large impact on the world around us; whether it be at work or our everyday life. Currently, we can be found on Twitter and Facebook as our social media presence grows daily. We continue to promote this within the community to showcase ILRC as a leader in the disability community and a go–to for social media content. In collaboration with Peer Support/IL Skills, we remain committed to ensuring that people with disabilities maintain the skillset required to successfully use and integrate social media into their regular engagement.

I & R continued to reach out to the community to address gaps that exist in the disability community; we have done this in a variety of ways but one that stands out is increasing the number of presentations that we offer. In collaboration with all ILRC programs, we continue to spread the word about our existing programs and all of the additional training programs that we now offer. Thank you to all the volunteers who played such an important role in making sure things get done and thank you to our community partners who continue to rely on ILRC and the I and R team for resources, information and innovation.

Natalie Pirson
IL Consultant
P.A.C.E. (Personal Attendant Community Education) is a recognized training program designed and delivered by people with disabilities that allows for the training of able-bodied individuals to become Independent Living Attendants (ILA’s). This program is comprised of a five-week training curriculum that is made up of two sections: theory modules and community training, allowing for hands-on experiences with consumers in their own environments.

P.A.C.E. assists students to develop the skills required to provide a variety of personal, home and community supports that are specific to each individual consumer’s independent living needs and maintains the Independent Living Philosophy of consumer control.

The main objectives of the PACE program are:

• Promote the Independent Living Philosophy throughout the program and focus on the consumer as the person in control of their own life and resources.
• Stress consumer input, direction, and participation in attendant training.
• Maintain a holistic approach to attendant training that promotes independent living, and is specifically designed to support individual needs in the community.

2017 witnessed 60 students graduate from the program with the intent of entering the employment field quickly and efficiently. We have worked towards hosting smaller class sizes in order to increase individual training opportunity for prospective Independent Living Attendants. PACE continues its position as a very unique program in Canada, making use of over 2500 hours of community training annually. PACE is supported by 35 trainers who bring in expertise from the community to further enhance training opportunities and real-life practical experience that can eventually be transported into the homes of persons with disabilities.
This year, we continued our work promoting PACE and the value of consumer-directed training in home supports. Marketing took place through various venues such as Seven Oaks Settlement Job Fair, Philippine Heritage Council of Manitoba Inc., Rocking the Village and the Immigrant Centre Manitoba Inc. summer event. PACE remains a viable employment opportunity for newcomers to Manitoba. We continued our work with Employment and Income Assistance, Manitoba Alzheimer’s Society and other agencies to increase incoming referrals and are in the process of adding new subjects to the PACE curriculum to fill the expanding needs of the disability community.

Thank you to the many trainers and volunteers who participated in PACE this year and best of luck and appreciation to the many graduates who are now using their skills in Independent Living to increase participation and accessibility for many members of the community.

Susianti Fierce

IL Consultant, PACE
RESEARCH AND DEVELOPMENT

“... creative work undertaken on a systematic basis in order to increase the stock of knowledge, including knowledge of [humanity], culture and society, and the use of this stock of knowledge to devise new applications.”

- Organization for Economic Co-operation and Development

Of the Five Core Programs, Research and Development occupies a unique and dynamic role: the creation of sustainable programming, designed and directed by persons with disabilities. The following reports are derived from Research and Development programming.

Under the direction of the ILRC Board of Directors, ILRC Management, the Programming Committee and general community feedback, ILRC strives to promote the Independent Living Philosophy and address the key issues surrounding the disability community in Manitoba.
INDEPENDENT LIVING (YOUR WAY) REPORT

Independent Living (Your Way) was established as an umbrella of programming that supports, promotes and facilitates specific independent living models for persons with disabilities living in Manitoba. The programs under this umbrella are: Brokerage, Leisure Education, Self/Family-Managed Care (SFMC), the ILRC as Agent Option through SFMC, Personal Attendant Community Education, the Modified Integrated Supported and Transitional (MIST) housing model, and the accessible living suites at Qu’Appelle Housing. All of these programs are the direct results of community-identified need and remain leading examples of exemplary models that support Independent Living.

The ILRC as Agent Option through SFMC as grown exponentially in the past year, from under a dozen contracts to well over 40 in 2018. This has resulted in an increase in hired ILAs through the PACE program and greater offerings for persons with disabilities residing in their own homes and communities. We truly believe that SFMC, a multi-decade long project that encourages independence can reduce systemic costs to Health Care.

We are beginning to explore establishing an online teaching component for PACE. In recent years, we have seen a need for greater adaptability and flexibility for both trainees and trainers and this equates to a need to make several theoretical modules available online. The key balance is to ensure the real human interaction that is vital in training and, given that the majority of the PACE program is in-home, practicum based, we are confident that additional online options will not change the program’s focus or dilute its purpose.

Recent changes in provincial government have added some new complexities to the health care field and non-profit community groups continue to feel the effects. ILRC continues its close partnership with various agencies like Manitoba Health and Winnipeg Regional Health Authority to ensure that systems remain in place for the growing population of persons with disabilities. ILRC is the flagship resource provider in community-directed programing and we work with all members of community in order that the benefits of Independent Living can be experienced by all.

I want to thank all the members of the Independent Living (Your Way) team, volunteers and members who have played such a strong part in getting the message of IL out and into the community. We look forward to 2018 and to another successful year in promoting IL programming.

Jodie Jephcote
Senior Program and Community Living Coordinator
The Qu’Appelle Housing Project has been around since the early 80s, a community living model designed for eight individuals with disabilities. Centrally located in downtown Winnipeg, this model operates under the Independent Living Philosophy and Consumer Control by supporting each tenant to manage and direct their own daily activities, accessing both internal and external resources as needed. The tenants share a pool of Independent Living Attendants (ILA’s) who are on-site 24 hours a day, 7 days a week. The tenants are actively involved with the decision-making of the operations including interviewing and the decision process of new tenants coming into the Qu’Appelle Project.

The Project remains at full capacity with a waiting list in place for future residents. Tenants continue to support training and practicum components for the PACE Program and are very active in supporting various local events. In collaboration with ILRC, tenants were able to partake in several community events this year, including the Bombers, Goldeyes, Royal Winnipeg Ballet, Winnipeg Symphony, Able Sail Manitoba and others.

Qu’Appelle receives weekly inquiries into the program, no doubt due to its longevity and success. It remains unique in that the model itself is entirely consumer-directed, where the facets of Independent Living are incorporated into a vibrant and centrally located living environment.

Once again, the tenants of the Qu’Appelle Project wish to express their appreciation to the Independent Living Attendants, volunteers and all those who continue to support the model. We look forward to 2018 and to continuing to play a role in promoting independence for persons with disabilities in downtown Winnipeg.

Kelly Thurston
Tenant Resource Coordinator
In 1991, the Manitoba Government, through the Home Care Program, initiated a two-year pilot project in the Winnipeg area. This project was in response to requests from members of the disability community, and was designed to address the changing needs of people with disabilities who were active in the workforce and/or their community. In Family Managed Care a family member takes on full responsibility for securing and managing the nonprofessional needs of family members with disabilities. The similarities of Self-Managed Care and Family Managed Care supported merging them into the Self and Family Managed Care Program. In 2004, the Province of Manitoba declared SFMC as a permanent program and approved its province-wide expansion.

For the past 24 years, ILRC continues its support to Managers, providing support to consumers/families who are interested in pursuing the Self/Family Managed Care Program option. This has included over 50 inquiries on navigating the ILRC payroll program and 4 orientations with the WRHA to support participants on generating required reporting. The program hosted over 10 Peer Network Meetings to review vital topics such as reporting, T4s, and staff management. The SFMC program has initiated a process for creating a series of brief instructional videos on program navigation, including reporting, hiring contractor agencies and recruiting and retaining effective attendant staff. This series should become available in 2018 and will incorporate feedback and participation from the SFMC Peer Manager Network. We have continued our commitment and work through the liaison committee, including manager representatives and government service providers to share common goals and long term strategy for the program. As the new Provincial Government steps in to review viable home care alternatives for persons with disabilities, we believe that SFMC will remain a cost-effective and preferred option for citizens with disabilities in Manitoba.

We look forward to another year of supporting the SFMC model and its expansion and growth to better support Manitobans with disabilities.

Terry McIntosh
IL Consultant
Brokrage was created many decades ago as a solid alternative to traditional Home Care. Brokerage uses ILRC as an administrative and management partner to complement an individual’s plan to achieve greater levels of independence and quality home supports. The Brokerage team, consisting of IL Consultants from ILRC and WRHA case coordinators, Government Service Providers, private insurance providers and the consumer, design a home plan that best suits that consumer’s needs.

Through 2017, Brokerage continued to support multiple consumers and their care models. In addition to maintaining the option to reside in their own homes, consumers can take advantage of many opportunities to participate in workshops and other programs offered through the ILRC, whether that be workshop-oriented or summer and leisure activities or events.

Viable community living settings encourage a healthier and more positive perspective in terms of participation and inclusion. It is a fine example of consumer-control having a direct impact on a person’s ability to remain independent, confident and more involved in their own communities. Residing in traditional medical institutions or care facilities can be costly both in terms of systemic and personal costs; the value of being in your own home cannot be overstated.

Brokerage works closely with a variety of community agencies and service providers, and we extend our appreciation to their ongoing participation. This includes Winnipeg Regional Health Authority, EIA, Manitoba Public Insurance, Service Canada, ILRC staff/programs, and volunteers.

Brokerage would like to take this time to express gratitude to the community organizations, staff, and volunteers who make Brokerage such a great program. We look forward to another great year in 2018.

Tina Gledhill
IL Consultant
VOLUNTEER REPORT

Volunteers are an important part of community and organizations that support local non-profit and charitable agencies. The Volunteer Program offers volunteers with and without disabilities various training opportunities to learn new skills and develop confidence in their abilities, all while making a valuable contribution to ILRC.

Volunteerism itself is one of the last true venues to skills acquisition in employment and education. People choose to volunteer for many different reasons, and with different goals in mind, including school credits, gaining valuable employment skills and experience, keeping busy, and meeting new and interesting people while helping out the community at the same time. Many do it simply to remain connected to people and programming in the community and through the ILRC.

The Volunteer Program has taken an additional upswing with the opening of our new DART Centre and the Accessible Transportation Training Module. On average, volunteers are called upon 3 – 5 times a week (Saturdays included) to support training taxi drivers on customer service, wheelchair navigation, a blind/low vision component and wheelchair securement.

Our volunteers are the lifeblood of our Centre, so to speak. ILRC programs rely on these volunteers for community training and teaching in our PACE program, for administrative support, reception support, and many other facets. In all, we can count on between 2000 and 4000 volunteer hours per year through over 200 individuals depending on need and the changing landscape of internal and external programming. We saw an increase in participation due to various events at the ILRC, including our first Pride Parade float and presence and the Wheels of Change Concert Series at the Forks.

We are thankful to our existing volunteers and we hope to continue to see renewed volunteer interest from those new to Manitoba and those referred through Volunteer Manitoba.

Natalie Pirson
IL Consultant
DISABILITY AWARENESS RESOURCE TRAINING (DART) REPORT

Since the inception of the Independent Living Resource Centre, we have delivered expertise and awareness through a professionally structured training program and curriculum called DART (Disability Awareness Resource Training). DART focusses on two key challenges that attribute to barriers to persons with disabilities – attitudes and environmental barriers. Through an ever-expanding set of modules and training programs, DART continues its role in enhancing opportunity and accessibility in the realm of disability awareness.

Since the creation of ADAPT - Advancing Disability Awareness through Prioritized Training – we have seen an increased demand for the bundled training package ILRC delivers. The ADAPT package consists of: Disability Awareness, Disability and Emergency Management, Mental Health First Aid, Red Cross First Aid/CPR and Non-Violent Crisis Intervention. All of these components complement the PACE (Personal Attendant Community Education) training program.

Through 2017-18, the majority of Winnipeg’s taxicab drivers became certified in (DART) Accessibility Transportation Training. This ground-breaking program, the first of its kind in Canada, brought together government, transportation companies and community members to substantially raise the level of access, awareness and service for the city’s vehicle for hire industry. In addition to standard DART training, addressing disability myths, stereotypes and language (and their impact on providing equitable transportation service), drivers received technical direction in how to safely and respectfully support passengers using both accessible and ‘standard’ taxicab vehicles.

As a mandatory requirement for renewing a taxicab driver’s licence, (as well as for those pursuing their first licence) 1,912 drivers in total received their certification. Through a compulsory (and anonymous) evaluation process the city’s drivers overwhelmingly approved of and enjoyed the training experience. When asked afterwards re: their level of confidence in providing adequate service to the disability community (rated out of 10) the average response score was: 8.93.
Many drivers attested that the most meaningful and impactful portion of the course was the instruction they received from community trainers. Dispelling the perception that accessible transportation refers only to the operation of accessible “handicab” vans, drivers received direction from a cross-disability perspective, positioning them to provide service to the greatest number of Manitobans.

All in all, DART has reached nearly 3000 individuals in the past year, all persons seeking greater skills and awareness on accessibility issues and a greater capacity to include all Manitobans. ILRC and community stakeholders are prepared to address the new vehicle for hire landscape and all factors that impact the accessibility of our transportation system. This is an ongoing dialogue that will incorporate many community members but the need for more training has never been clearer.

Doug Lockhart
Project Development and Training Coordinator
The Independent Living Resource Centre’s Kids on the Block program is designed to educate children and the general population about disabilities, disability issues and social concerns. It is a long-standing and vibrant program that engages directly with students at various levels, lending a very real and integrated learning experience.

Our Kids on the Block puppet troupe is going through a revival process looking at, once again, offering this education and awareness tool as an opportunity for the community. KOB delivered shows to 3 locations in Winnipeg before the program took a short reprieve due to the coordinator having to step away from the position.

KOB continues to seek potential suitors for the coordination and delivery of the program and is readying itself for a revitalized launch in the Fall of 2018. In the meantime, we continue to field significant interest in KOB for schools, daycares and other institutions in Winnipeg. Stay tuned as KOB returns to its place in the community offering an entertaining look at the integration and participation of people with disabilities in our communities.

Doug Lockhart
Project Development and Training Coordinator
For the KOB Program
LEISURE EDUCATION REPORT

Through the Leisure Education program, consumers gain valuable independent living skills and access to information in order that they can fully participate in leisure activities in the community. Leisure Education is unique from other Adult Day programs in Winnipeg because the mandate of consumer control lends an aspect of independence to participants – it is about getting the right set of skills and information in order to better participate in the community. Once participants are able to achieve their specified goals, they graduate from the program with a unique set of skills designed to sustain higher levels of community connection.

This year, we brought in two new Leisure Consultants to work in the community and 4 consumers graduated from the program. It was a highly eventful year with over 350 event tickets handed out, including such venues as Winnipeg Blue Bombers and Winnipeg Goldeyes games, the Winnipeg Symphony Orchestra, the Canadian Human Rights Museum and the Assiniboine Zoo and Conservancy. We maintain strategic partnerships in order to secure passes for both Folklorama and the Winnipeg Folk Fest. As always, consumers in the Leisure Education program took advantage of ongoing event opportunities through the ILRC, such as IL Skills workshops, the annual fishing derby, Able Sail and others. One big highlight for many Leisure Education participants was the Symposium hosted by ILRC wherein the community could once again enjoy the talents of Big Daddy Tazz and hear more about programming available in the community.

We depend on the regular contributions of our dedicated volunteer – Besant Dhillon – to create and distribute the monthly Leisure Calendar. Many consumers use this document as a general guide to remain connected with what is happening in Winnipeg.

As we conclude another successful year, we extend our appreciation to the consumers, volunteers and Leisure Buddies who continue to make this program a success. The Leisure Education program maintains its position as a unique and consumer-directed program to enhance opportunities for individuals to explore their own growth in the realm of Independent Living.

Natasha Klassen
IL Consultant
The Urban Entrepreneurs with Disabilities Project (UEDP) provides supports and resources to entrepreneurs with disabilities to start or expand a small business. Funded by Western Economic Diversification Canada, UEDP provides access to loan funding where more traditional avenues of business loans are more difficult to secure.

Since 1998, the Independent Living Resource Centre has delivered the Urban Entrepreneurs with Disabilities Project or UEDP. The UEDP provides supports and resources to entrepreneurs with disabilities to start or expand a small business. It is in fact the only disability community directed program designed to provide access to business design support and loan funding.

As of April 1, 2018, the ILRC will no longer be delivering the UEDP in Winnipeg. This is an interesting conundrum. Eliminating ILRC from delivery paradigm is a travesty for a number of reasons, namely that the ILRC is the only disability-owned and directed non-profit agency that has been delivering the EDP in Winnipeg since 1998 and has delivered the program under the original mandate of providing business support and consultation to persons with disabilities. The EDP through ILRC helped create inclusive training and awareness activities that allowed persons with disabilities to further acquire skills to access employment markets and augment existing pension incomes.

This was a program designed for persons with disabilities to access new resources and skills in the interest of developing business models in the urban area of Winnipeg. UEDP was unique in that it was one of the last loan resources for the disability community and yet it intersected perfectly with the aspect of consumer control that shapes the mandate of the Independent Living Resource Centre.
The question becomes then what options exist now for entrepreneurs with disabilities in Winnipeg? It is a very real challenge to paint all persons with disabilities with one brush and expect them to tap into the existing resource pools throughout the urban entrepreneur landscape. From agencies that are inaccessible both in terms of programming and physical space to programs that overlook the vast potential of the disability community – the last truly untapped market in Canada – or to the plethora of smaller non-profits who remain dependent on government coffers for operations, it displays a picture of uncertainty for programming availability to consumers.

We wish the new proponent all the best and we thank the community, including our partners at Assiniboine Credit Union, for their support and participation in this very unique and targeted program model.

Robert Mitchell
Operations and Administration Coordinator
HIGHLIGHTS AND ACHIEVEMENTS 2017-2018

• Over 2200 community contacts through the Individual Advocacy program.

• ILRC as Agent Option grows to support 40 individuals in the program, lending a revitalized approach to independence through Self and Family Managed Care.

• Brokerage maintains its support of many consumers.

• ILRC hosted the first of many Wheels of Change Concert Series events with the Aaron Peters Band playing at the Forks on a hot summer night.

• PACE logs over 2200 hours of community training time.

• 60 PACE graduates through 7 sessions of PACE this year.

• DART welcomed 3000 participants across all training platforms, including over 1900 Manitoba taxicab drivers.

• SFMC began work on an instructional video series to better support consumers in navigating the program and reporting requirements.

• Through Leisure Education, over 350 event tickets distributed to community members.

• Information and Referral fielded over 3100 requests for information on disability services, supports and programs.

• Peer Support/IL Skills facilitated 8 workshops for 100 participants in a variety of topics.

• For the first time, 2017 saw ILRC participate in the Annual Pride Festival with a decorated float and team of volunteers.

• Over 200 volunteers contributed nearly 4000 hours of time and energy this year.

• Over 1300 community contacts conducted through the UEDP model, the closing year of the program’s operation under the portfolio of ILRC.