

2009-10 ANNUAL REPORT

*Success measured by housing options*



# *Accessible Housing Society*



# Leadership Message



**QUENTIN SINCLAIR** BOARD CHAIR  
**SORAYA SALIBA** EXECUTIVE DIRECTOR

# Continuum

This year was about results. It was about taking action on urgent priorities and finding new avenues to create choice and build on the continuum of accessible and affordable housing in the community. For all that was achieved, 2009-10 will be remembered as one of the most significant and memorable years in Accessible Housing Society's history.

In the report delivered last year, it was noted that AHS had acquired a new shared living accommodation in the community of Mount Pleasant. Many months of accessibility renovations followed, and with input from all staff, the site was later named Foundation Place – to emphasize the stability and opportunity for independence that the site would provide. As part of this initiative, eight new housing units were created. Foundation Place foreshadowed what we now understand to be a shift in the dynamics of the population of people with mobility issues. More than half of the individuals housed at Foundation Place were previously experiencing homelessness, and information from homeless serving agencies suggests that there are many others in a similar situation.

As we learned more about our community clients and their changing needs, the Society was quick to respond. Within our core programs, we helped 54 community clients locate and obtain accessible and affordable housing in the community. We provided housing, personal care, and support services to more than 30 residents. And, as part of our assessment program, we served nearly 300 clients who required accessible design solutions. AHS also began the process of renewing its internal strategy in light of what was being learned about community need. This process continues and is scheduled to be completed by September, 2010.

Sound leadership continues to be essential to our success. This starts with the Board who focused its energy on Human Resources and Governance, and Finance, Audit and Planning. These committees touch on the most important aspects of what we do at AHS, from our staff people who are always the central reason for our success, to our financial outlook and strategic plan that sustains our operations and guides our efforts. AHS was also proud to join up with related service providers as part of the Spinal Cord Injury strategy group to address accessible and affordable housing. Based on the early progress that is being made, we are certain that much will be achieved through this collaboration.

The turbulence that was caused by the economic downturn is how many will remember the past year. We also felt the impact of that storm, but thanks to the unending dedication and perseverance of our staff, donors, volunteers, community partners and funders, AHS will remember the year as a time of great promise for all that was achieved in such difficult conditions. The coming year will require a similar amount of fortitude as we continue to respond to the needs of our changing population. We embrace that challenge and look forward to exploring new approaches to increase the range of housing options.



*Creating opportunities for safe, affordable, barrier-free housing...*



## Choice

As we expand housing options and create new opportunities for our community clients, Outreach and Assessment Services continues to be the Society's most consistent and active program. This year was no exception with a total of 289 clients served through the Residential Assessment and Design (RAD) program, and another 54 housed through our Housing Registry.

While the ultimate measure of success is the number of new housing options that we create, a comparable second is the amount of people that we are able to keep housed in the community. We do this through an assessment of individual needs and by providing design solutions that allow people to stay in their homes. Nearly 20 per cent of all clients served have already modified their home in some way for greater access, and from that group, 95 per cent feel they have increased freedom of movement and sense of personal control as a direct result of the support they received through the RAD program.

Our relationship with property managers also continued to flourish this year. Two highlights would be our ongoing partnership with Trinity Place Foundation and Horizon Housing, which provided a total of 21 accessible suites to clients on our Housing Registry. Linkages with homeless serving agencies have also been enhanced over the past year. A referral process between area shelters such as the Mustard Seed has been established and is working well. A similar collaboration with a Calgary realtor has also helped to expand the availability and range of accessible housing options for future clients.



**289** clients served through RAD

**54** clients obtained new housing

**46** homes modified for accessibility



### HOUSING REGISTRY SUCCESS STORY

Finding accessible and affordable housing can be a challenge because of the lack of accessible housing units. The AHS Housing Registry provides the connection between property managers and clients to find an accessible unit to provide for a client's needs. "I remember one client in particular this year that was being evicted and had trouble navigating the system to access affordable housing," says Valerie Lonsdale, AHS Administrative Support for the Housing Registry. "From our contacts, we were able to find him an accessible unit. Without our partnership with property companies, he would have been homeless or living in a shelter. The family was very grateful for our support in finding him a stable living environment."



# Residential Care & Support Services



In 2009-10, Residential Care and Support Services went beyond the scope of what is normally accomplished in a given year. As we prepared to expand our residential program with the acquisition of Foundation Place, RCSS simultaneously balanced a need to improve the support that is offered to residents at existing sites. The outcome was eight new accessible housing units and one of the most remarkable years in more than a decade for the Society.

Our annual resident satisfaction survey indicated that our work is paying off, with 60 per cent of respondents reporting increased awareness of recreation and leisure opportunities, and 70 per cent reporting increased opportunities to develop life skills. While these results were being achieved, the program was working to establish Foundation Place, which was the first time AHS had directly housed community clients with mobility issues who may also be experiencing homelessness. This was a wonderful opportunity to expand our work and assist the segment of our population who needs us most.

Foundation Place officially opened on Thursday, March 11, 2010. Partners like the Calgary Homeless Foundation, Cups, Homeless Awareness Calgary, Alberta Health Services, and Alberta Seniors and Community Supports, are a critical part of program delivery at Foundation Place. We look forward to seeing the impact that this support will have on the lives of our residents.

**31** residents housed at four sites

**8** new residential housing units

**60** per cent of resident survey respondents reported increased awareness of recreation and leisure opportunities

**70** per cent of resident survey respondents reported increased opportunities to develop life skills

## SOME WORDS FROM OUR RESIDENTS ABOUT WHERE THEY LIVE:

“The care is great and the lifestyle is to be envied by anyone who sees it.”

“Overall care and support from staff is good. Wonderful place to live.”

“It allows me to be independent and to continue to be able to work.”



# Options



# Inclusive Community

The Community Development program has dedicated its first year toward building vital partnerships, linking and liaising with varied levels of government, and organizing community for a better-coordinated and more united voice on a range housing priorities.

One set of partnerships developed over the past year has involved post-secondary educational institutions working on research and curricula development related to universal design. Partnerships are also commencing with the private home-builders and architects sector to help increase physical access to new housing – not only for homeowners with disabilities, but for visitors who may have a disability, creating housing and communities that are “visitable.”

We are also involved with negotiating for improved policies to promote housing alternatives through both our civic and provincial levels of government. For example, nurturing relationships to potentially draw upon provincial dollars for construction of barrier-free social housing in Calgary; and to consider future improvements on Part 9 of the Alberta Building Code to encourage barrier-free access to single-family dwellings.

As we move forward on the above, much of the coming year will be devoted to the compilation of an educational manual on accessible housing, which will complement a community-planning symposium on accessible and affordable housing in Calgary. With the collective and individual efforts of community volunteers, a myriad of social-service organizations and coalitions, committed government officials who support accessible housing, the educators who instruct holistic/universal design, and the private sector, which is growing toward more sustainable/inclusive communities, we can witness the formation of a continuum of accessible housing options.



# Condensed Financial Statements



## Statement of operations year ended March 31, 2010

Revenues	March 2010	March 2009
Government Funding	1,138,043	1,134,138
Residents' Rental	119,644	113,786
Interest	866	4,653
Deferred Contributions — Expended during the Year	342,669	197,642
Amortization of Deferred Contributions — Capital Assets	42,765	26,487
Other Income & Donations	122,155	125,966
Sub-total	1,766,142	1,602,672
Expenditures	March 2010	March 2009
Administration Staff/Client Development Staff	1,349,177	1,173,551
Direct Client Costs	43,534	35,431
Depreciation	60,982	49,572
Facility Expenses	230,168	209,936
Interest on Mortgage	16,181	16,635
Administration Expenses	137,977	129,796
Sub-total	1,838,019	1,614,921
Excess (deficiency) of Revenues over Expenditures	(71,877)	(12,249)



## Staff & volunteers

Soraya Saliba	Joleen Nielsen
Carrie Field	Maroucha Sirakova
Jason Yule	Hydie Symes
Krista Cataford	John Zhou
Mark Iantkow	Roberta Allen
Ryan Arsenault	Kayla Simonsen
Valerie Lonsdale	Anne Berlinguette
Barb Filkohazy	Dave McKinney
Jack Sim	Charo Brown
Kelli Moorey	Joyce Ogunleye
Cameron Schnurr	Oscar Jarquin
Natalie Walcott	Harmena Radsma
Gloria Vazquez	Melanie Johnson
Janice Miller	Katrina McInnis
Margarita Salazar	Clement Uwoghiren



## Contributors 2009-10

### FUNDERS

Calgary Region Community Board for Persons with Developmental Disabilities—PDD  
 United Way of Calgary and Area  
 Calgary Homeless Foundation  
 The Calgary Foundation  
 The Kahanoff Foundation  
 The Wild Rose Foundation  
 Catholic Charities Foundation  
 Alberta Seniors and Community Supports  
 Community Initiatives Program  
 Alberta Housing and Urban Affairs

### DONORS

Alliance Pipeline Limited  
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 Canadian Oil Sands  
 Carol Curle  
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 Royal Lepage  
 Deanna Pratt  
 Devon Canada  
 Dennis Wearmouth  
 Edmund Aboussafy  
 Encana  
 First Calgary Savings  
 Fraser Milner Casgrain

Janet Dewar  
 Ken Dredge  
 MGI Financial  
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 Nexen  
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 Peter Hughes  
 Peters and Co. Ltd.  
 Richard Odland  
 Susanne Widdecke  
 Teddy Lawrence  
 Terry and Janet Allen  
 The Marble Factory  
 Transcanada  
 Ursula Da Rugna

## Board of Directors 2009-10

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<b>Jon Bateman</b> , Director The City of Calgary	<b>Ex Officio</b> <b>Soraya Saliba</b> , AHS Executive Director

## Accessible Housing Society

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