The year 2020 will be forever etched in people's memories as a year of change. And our organisation was no exception. Not only were our programs and the way we delivered them changed we also renamed and rebranded. After 46 years as Citizen Advocacy Ottawa, we changed our name to ABLE2: Support for People with Disabilities (ABLE2). We took this step as we wanted to reflect the growth and expansion of the organisation over the years, to include all the programs and services we now offer. We wanted to shift our focus to people's abilities to determine and work towards building lives of meaning and joy.

Last year, ABLE2 was presented with some unique challenges because of the state of emergency declaration due to the pandemic. Although we spent most of the year working at home and dealing with various public health restrictions and lockdown, the organization proved to be resilient, flexible, and responsive. Through the challenges of 2020, ABLE2 was presented with opportunities to evaluate our current plans for the organization and adapt them for the new environment.

In March, shortly before the declaration of the pandemic and the corresponding state of emergency, ABLE2 prepared for our staff to work at home and deliver services online. On March 16, 2020, ABLE2 implemented their Business Continuity Plan and began working at home and moving our service delivery online. Additionally, we worked with our Health and Safety Committee to ensure that processes and procedures (aligned with public health guidelines) were put into place to ensure the health and safety of those we support, Friends, Allies, staff, and contractors.

As we moved onto virtual platforms, recognizing that many of the people who use our services may not have access to the technology and data plans to get connected, ABLE2 quickly put a call out to their donors for funds to support the purchase of laptops, tablets, phones and data plans for individuals who indicated they needed them. ABLE2 raise approximately $6,000 to support these purchases.
Even though ABLE2 was presented with the challenge of the pandemic, the organization continued to move forward. In 2020, working with the staff and board, Heather developed an organizational plan, with goals to be accomplished for the year. Some of the goals included:

*Created more flexible, responsive, and adaptable programs/services through:*
  - Successfully moving our programs/services online resulting in the wider impact of some of ABLE2’s programs/services.
  - Expanding our FASD support groups.
  - Restructuring the Service Delivery Model for the Matching Program to increase the ability of the program to meet the demands for services from the community.
  - Moving the volunteer information/onboarding sessions online ensuring that we could continue to recruit, screen and onboard Allies for our matching program.
  - Closing the Walking in My Shoes program integrating it into the Grow Educational Series.
  - Drafting a plan to rename and restructure the Lifetime Networks program for implementation in 2021. Through this restructure we will be able to improve accountability, efficiency and accessibility for families as well as measure the impact that the program is having for families.
  - Introducing the Funding Brokerage service, to assist individuals with disabilities and their families to manage the funding they receive from the Ministry of Children, Community and Social Services funding (including Passport).

*Participated in projects and initiatives that verified programs/services and strengthened ABLE2’s expertise within the sector. This was achieved through:*
  - A Pilot project that focused on transition planning for young adults with Fetal Alcohol Spectrum Disorder (FASD).*
  - A project completed in partnership with Mitacs, Kids Brain Health Network and Queens University focused on Responding to the COVID-19 Pandemic Challenges for Families with Children Impacted by Neurodevelopmental Disorders.*
  - Planning workshops for the Grow Educational Series on topics relevant to the community.

*Note: Both these projects resulted in providing data that verified the effectiveness of providing transition planning services and the effectiveness of the support groups being offered by ABLE2. As well, recommendations were provided in the final project reports and evaluations. These recommendations were shared with key funders and community service providers and associations. Additionally, the outcomes reported in the final evaluations have presented opportunities for ABLE2 to share our projects at several virtual conferences held in 2020.*
Utilizing all the Federal Government financial support programs offered through the pandemic.

Adapting and implementing the existing fundraising plan:
- Continuing to build the donor recruitment and retention program.
- Began to build a donor profile.
- Further streamlined the grant application processes.
- Developing new partnerships and strengthening existing partnerships.

While ABLE2 continued to be supported annually by the Ministry of Children, Community and Social Service, the United Way of Eastern Ontario and the City of Ottawa, additional funds came through grants from:
- United Way of Eastern Ontario
- City of Ottawa
- Ottawa Community Foundation
- McKay Cross Foundation

In 2020 ABLE2 had to cancel or postpone our planned in person events:
- Evening in The Maritimes
- Caregiver Retreat
- Pop-up Restaurant Series
- Holiday Dinner & Dance
- Dovercourt Dances

However, we were able to pivot to deliver dances and the Grow Education Series online. As well, the Annual FASD Conference, which was originally scheduled to be delivered, as an in-person event in the fall of 2020 was moved to fully virtual conference which was rescheduled and delivered in January 2021. ABLE2 added an additional event, Unmasking Mental Health, Self Discovery Through Art, which was held December.

Infrastructure - reduced the overall organization risk through:
- Implementation of an online Human Resources tool, assisting us to track vacation, sick time, special leave, and staff turnover more accurately.
- Increasing individual staff access to relevant training
- Delivering group training to both the management and staff of the organization covering topics such as:
  - Mindfulness
  - Leadership Fundamentals
  - Communication Fundamentals
Enhanced the staff benefits to include the Employee Assistance Program, in recognition of the impact of the current environment to employee’s mental health and well-being.

Migrated all our file systems to Microsoft Teams/OneDrive and our physical server was de-commissioned, allowing for ease of access by ABLE2 employees working at home.

Special Projects

In 2020 ABLE2 completed two projects:

- REACH and ABLE2 signed a Memorandum of Understanding in September, providing support operational supports to the organization; in preparation for full integration of REACH into ABLE2 by January 2022.
- Re-naming and Rebranding of the organization moving from Citizen Advocacy Ottawa to ABLE2: Support for People with Disabilities (ABLE2). Officially launching the new name and website in June and completing all the paper for the legal name change in September. To support the introduction and building of the new brand, policies and processes were built related to communications (social media, external messaging and presentations, correspondence, position statements etc.) these processes continue to be revised and adapted as required.

Last year, we said good-bye to several staff, while it was difficult to see them leave the organization, they made a lasting impression on us and the organization was made stronger by their valuable contributions.

This has been a difficult year for all of us - individually, as an organization and as a community. ABLE2 understands more than ever the importance of the programs/services we continue to deliver, and we recognize that we could not do it without the support of our funders, donors, and supporters in the community, our Allies and other volunteers, our placement students and independent contractors. As well, ABLE2 wants to extend its thanks to the staff. Your compassion, dedication and commitment to the people we serve contributes to the organization in more ways than you know. Finally, ABLE2 would like to thank the Board for their support and leadership especially through this difficult year.

ABLE2 is excited about 2021, the pandemic has altered our view of how we work, and deliver our programs/services. By utilizing a mix of online and in-person programming ABLE2 can have a greater impact in our community, reaching more people who would benefit from our programs/services.

Heather Lacey  Neena Kushwaha
Executive Director  Board President - 2020
ABLE2 Funding

- FASD Partners: 26.6%
- City of Ottawa: 10.3%
- United Way: 4.9%
- MCCSS: 22.8%
- Donations and events: 5.7%
- Grants and Foundations: 11.9%
- Funding Brokerage: 13.5%
- Fee for Service: 4.3%

Grants and Foundations includes specific project funding and COVID-19 emergency funding.

This funding breakdown does not include COVID-19 wage subsidy funding.
## ABLE2: SUPPORT FOR PEOPLE WITH DISABILITIES

### STATEMENT OF FINANCIAL POSITION
**AS AT DECEMBER 31, 2020**

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash</td>
<td>$164,067</td>
<td>$16,771</td>
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<tr>
<td>Short term investments (note 3)</td>
<td>130,217</td>
<td>200,669</td>
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<td>Accounts receivable</td>
<td>106,467</td>
<td>88,668</td>
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<td>Sales tax receivable</td>
<td>14,031</td>
<td>10,978</td>
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<td>Prepaid expenses</td>
<td>61,430</td>
<td>31,447</td>
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<td><strong>Total</strong></td>
<td>476,212</td>
<td>348,534</td>
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<tr>
<td><strong>LONG TERM INVESTMENTS (note 3)</strong></td>
<td>90,551</td>
<td>129,148</td>
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<tr>
<td><strong>INVESTMENT IN 1 COMMUNITY PLACE (note 4)</strong></td>
<td>286,692</td>
<td>286,229</td>
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<tr>
<td><strong>CAPITAL ASSETS (note 5)</strong></td>
<td>6,064</td>
<td>14,612</td>
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<tr>
<td><strong>Total</strong></td>
<td>383,307</td>
<td>429,989</td>
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<tr>
<td><strong>TOTAL CURRENT ASSETS</strong></td>
<td>$859,519</td>
<td>$778,523</td>
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<tr>
<td><strong>CURRENT LIABILITIES</strong></td>
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<tr>
<td>Accounts payable</td>
<td>$174,762</td>
<td>$142,119</td>
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<tr>
<td>Deferred revenue (note 6)</td>
<td>258,669</td>
<td>203,509</td>
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<tr>
<td><strong>Total</strong></td>
<td>433,431</td>
<td>345,628</td>
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<tr>
<td><strong>DEFERRED FUNDING OF CAPITAL ASSETS (note 7)</strong></td>
<td>8,952</td>
<td>17,500</td>
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<tr>
<td><strong>NET ASSETS</strong></td>
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<tr>
<td>Invested in capital assets</td>
<td>286,432</td>
<td>281,036</td>
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<td>Internally restricted for contingencies (note 8)</td>
<td>150,000</td>
<td>150,000</td>
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<tr>
<td>Unrestricted</td>
<td>(19,296)</td>
<td>(15,641)</td>
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<tr>
<td><strong>Total</strong></td>
<td>417,136</td>
<td>415,395</td>
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<tr>
<td><strong>TOTAL NET ASSETS</strong></td>
<td>$859,519</td>
<td>$778,523</td>
</tr>
</tbody>
</table>

Approved on behalf of the Board:

- **Treasurer**
- **President**
# ABLE2: SUPPORT FOR PEOPLE WITH DISABILITIES

## STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2020

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>United Way of Ottawa-Carleton</td>
<td>$81,035</td>
<td>$58,187</td>
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<tr>
<td>Ministry of Community and Social Services</td>
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<td></td>
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<tr>
<td>Matching Program</td>
<td>$217,046</td>
<td>$209,589</td>
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<tr>
<td>Other projects</td>
<td>$46,420</td>
<td>$179,072</td>
</tr>
<tr>
<td>Independent Facilitation Demonstration Project</td>
<td>-</td>
<td>$452,653</td>
</tr>
<tr>
<td>Independent Facilitation and Planning</td>
<td>-</td>
<td>$201,235</td>
</tr>
<tr>
<td>Lifetime Networks</td>
<td>$26,214</td>
<td>$53,757</td>
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<tr>
<td>City of Ottawa</td>
<td>$168,554</td>
<td>$138,778</td>
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<tr>
<td>Trillium Foundation</td>
<td>$50,600</td>
<td>$19,000</td>
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<tr>
<td>Fetal Alcohol Resource Program</td>
<td>$260,418</td>
<td>$351,988</td>
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<tr>
<td>Family Supports</td>
<td>$479</td>
<td>$34,104</td>
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<tr>
<td>Person-directed Planning and Facilitation</td>
<td>$152,452</td>
<td>$63,378</td>
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<tr>
<td>Canadian Emergency Wage Subsidy</td>
<td>$50,600</td>
<td>$19,000</td>
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<tr>
<td>Self Generated</td>
<td>$174,393</td>
<td>$672,454</td>
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<tr>
<td></td>
<td><strong>1,761,333</strong></td>
<td><strong>2,434,195</strong></td>
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<tr>
<td><strong>EXPENDITURE</strong></td>
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<tr>
<td>Independent Facilitation and Planning</td>
<td>-</td>
<td>$201,470</td>
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<tr>
<td>Independent Facilitation Demonstration Project</td>
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<td>$452,653</td>
</tr>
<tr>
<td>Lifetime Networks</td>
<td>$76,663</td>
<td>$62,172</td>
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<tr>
<td>Fetal Alcohol Resource Program</td>
<td>$407,086</td>
<td>$352,744</td>
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<tr>
<td>Family Supports</td>
<td>$38,506</td>
<td>$75,370</td>
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<tr>
<td>Person-directed Planning and Facilitation</td>
<td>$218,798</td>
<td>$72,571</td>
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<tr>
<td>Matching Program</td>
<td>$381,795</td>
<td>$369,502</td>
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<tr>
<td>Administration and operations</td>
<td>$636,744</td>
<td>$885,126</td>
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<tr>
<td></td>
<td><strong>1,759,592</strong></td>
<td><strong>2,471,608</strong></td>
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<tr>
<td><strong>NET REVENUE (EXPENDITURE) FOR THE YEAR</strong></td>
<td>$1,741</td>
<td>$(37,413)$</td>
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</tbody>
</table>
ABLE2 Programs

Matching Program
285 matches

Lifetime Networks
35 individuals supported

Person-Directed Planning and Facilitation
217 individuals supported

FASD Support Groups
146 sessions
589 participants

Walking in My Shoes
33 individuals supported

Event Volunteers
227 individuals

Sibling Groups
35 children and teens supported

Funding Brokerage
5 individuals supported

Yearly average based on last 5 years.
## 2020 Year of the Pivot

### ABLE2's COVID-19 Response

<table>
<thead>
<tr>
<th>Activity</th>
<th>Sessions</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yoga with Sabrina</td>
<td>20</td>
<td>100</td>
</tr>
<tr>
<td>Virtual Dances</td>
<td>7</td>
<td>235</td>
</tr>
<tr>
<td>Online Recreational Activities</td>
<td>7</td>
<td>40</td>
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<tr>
<td>Online Social Activities</td>
<td>13</td>
<td>138</td>
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<tr>
<td>Online Education</td>
<td>22</td>
<td>584</td>
</tr>
<tr>
<td>Online Public Meetings</td>
<td>2</td>
<td>66</td>
</tr>
</tbody>
</table>
2020 Highlights

FASD AWARENESS WALK

DANCES

UNMASKING YOUR MENTAL HEALTH

STOFA FUNDRAISER
2020 Highlights

FARP RECEIVES CRIME PREVENTION OTTAWA AWARD

STAYING CONNECTED WITH TECHNOLOGY

ALLIES AND FRIENDS ONLINE
Thanks to all our supporters in 2020

Kelly Adkins
Robert Adolfson
Robert Allen
Raphael Amato
Sharon Anderson
Robert Anderson
Daniel Anderson
Matthew Anderson
Veronica Anderson
Donna Andrews
Douglas Arnold
Katherine Arnot
Martin Aube
Alain Aubin
Sue Auger
Brian Ballinger
Debbie Barbesin
Patrick Bedford
Kathy Bell
Jody Benjamin
Jagroop Bergamin
Joanne Bertolini
Anna Bilsky
Joanne Bocking
Keith Bourns
Patricia Boyd
Michele Brenning
Troy Brenning
Robert Brenning
Nancy Brodie
Lance Brown
Ophelia Brown
Thomas Burge
Richard Burns
Ian Calvert
Susan Campbell
Bonnie Campbell
Mitchell Caplan
Brenda Cardillo
Robert Carleton
Colleen C Carrière
Jane Caskey
McKenna Catherine
Vincent Chan
Ryan Chapman
Kevin Chappell
Bill Clelland
Diane Cloutier
Andrew Cohen
Carl Conboy
Stephanie Copeland
Janet Craig
Dakila Crisostomo
Francis Da Silva
Roxane Daoust
Gesina Dasberg
Rosemary Davis
Craig Delmage
Brenda Desjardins
Jane Devlin
Frances Dunn Caron
Wendy Duross
Ronald Ensom
Kara Eusebio
Aidan Feuerherm
Margaret Fietz
Manson And Judy Fleguel
Alex Fletcher
Hailey Fortier
Corey Fortier
Robyn Fortier
Neil Fryer
Michael Gaines
Mary Lynn Gallant
Nancy Garrard
Candace Gaudet
William Gelling
Mike Gibbons
Michael Giunta
Donald Goetze
Clyde Goodlet
Anthony Govas
Janet Greene
Diane Hall
David Hall
Joyce Hamelin
Nikki Harmon
Jennifer Harris
Ian Heide
Anna Herauf
Melanie Heroux
David Hoffman
Viki Holan
David Hope
Thony Jean-Baptiste
Kalinda Jessett
Kate Johnson
Kevin Johnson
Diane Johnson
Caroline Joseph
Josaphat Joseph
Omar Kazmi
Corien Kershey
Stephen Kidd
Karen J Kieley
Carolyn Kipp
Sandra Koch
Thanks to all our supporters in 2020

Heather Lacey  Evelyn Monson  Barbara Roblin  Norman Wong
Simon Lafleur  Cathy Murphy  Peter Roorda  Elizabeth Wright
Youssef Lambaraa  Sari Musta-White  Elspeth Ross  Bill and May Wu
Winnifred Lambert-Meek  Stuart Neill  Jacqueline Rowley  Barb Yaki
Sue Lamoureux  Ingrid Nielsen  Barbara Sabourin  Foundations and Organizations
Helene Lapointe-Jerome  Tanya Northcott  Terri Semanyk  Crabtree Foundation
Richard Lee  Ernest O’Hare  Theresa Siok  Pauline Ramsey & Marcel Joyal Foundation
Jason Lemieux  Lynne O’Connell  Maureen Smith  PayPal Giving Fund Canada
Tammy Leonard  John Orr  Deborah Stants  Ontario Trillium Foundation
Ryan Lepine  Helen Palmer  Shawn Stone  Ottawa Community Foundation
Nancy Lockwood  Rubiane Patenaude  J. Stratton-Zimmer  The McKay Cross Foundation
Amy Lockwood  Christine Peacock  Lori Streefkerk  100 Women Who Care
Wendy Loschiuk  Marie Perrier  Viji Sundaram  Pauline Tessier-Chabot
Meghan Maack  David Pigott  Rosaline Tabachnick  Pauline Tessier-Chabot
Bruce James MacPhee  Robert Plante  Pauline Tessier-Chabot  Pauline Tessier-Chabot
Mary Macies  Lisa Ploughman  Linda Theriault  Barbara Roblin
Mary Lyn Martin  Beth Potter  Leah Thomas  Peter Roorda
Mavis Mason  Corrie Rabbe  Kevin Thompson  Elspeth Ross
Shirin Mautbur  Adrian Raghunandan  Clementine Van Veen  Jacqueline Rowley
Robert McBride  Lynda Rainboth  Sheena Weller  Barbara Sabourin
Jean McKibbon  Michael Ramia  William Wells  Terri Semanyk
Karen McNeil  Jonathan Redpath  Vern White  Theresa Siok
Deborah-Lynn Menard  Maria Redpath  Helen White  Maureen Smith
Robert Meredith  Jimena Reyes  David Wilkinson  Deborah Stants
                      Barbara Roberson  Stephanie Wille
                      Skylar Robertson  Stephany Williams

ABLE2 Annual Report 2020
Thank you to all the volunteers who worked tirelessly to empower people with disabilities to build lives of meaning and joy.