

Manitoba
Possible.



ANNUAL REPORT

2020-21





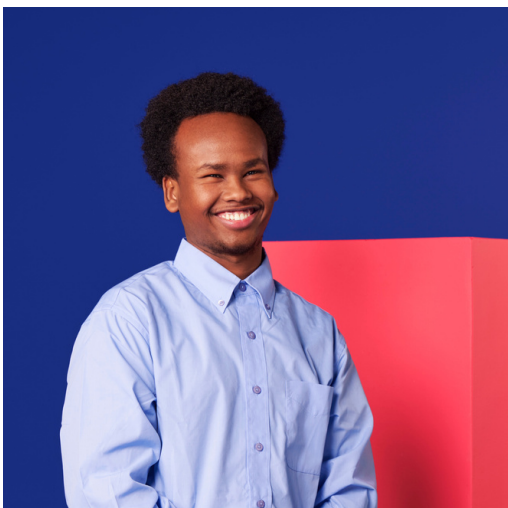
WHY WE EXIST

For an inclusive and accessible society



WHAT WE DO

Work together to eliminate barriers to full and equal participation



WHAT WE VALUE

Collaboration
Diversity
Innovation

PROGRAMS

Child Services

- Children's Service Coordination (CSC)
- Communication Centre for Children who are Deaf and Hard of Hearing (CCC)
- Provincial Outreach Therapy for Children (POTC)

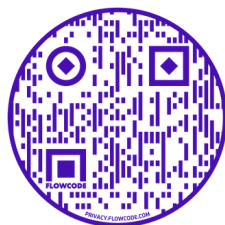
Adult Services

- Deaf and Hard of Hearing Services (DHHS)
- Employment Preparation Centre (EPC)
- Thompson Supported Employment Program (TSEP)
- Vocational Rehabilitation (VR)

Community Inclusion

- Recreation & Leisure (Adult & Children)
- Community Outreach and Education
- Financial Empowerment Program (FEP)
- Newcomer Navigation and Support Unit (NNSU)

Scan to learn more about our programs:



Self-help Clearinghouse

Manitoba Wheelchair Program

Parking Permit Program

Clean Ventures

envoyy

LETTER FROM THE CHAIR & CEO

Manitoba Possible's past fiscal year has been marked by our response to a global pandemic and how it affects our operations, our clients, staff, and stakeholders. It has been a challenging year for global mental health and a test of resilience for all.

We are grateful for the unwavering support of our funders during this uncertain year and have done everything we can to honour funding commitments while meeting the changing needs of our clients.

Our sincerest appreciation and thanks go out to our staff for their resilience, perseverance, and client-focused behaviour. We have a sincere appreciation for the board of directors for their governance during a difficult year.

As shutdowns swept across the country, our Manitoba Possible staff adapted quickly to implement work-from-home policies and rollout technology to enable virtual work and communications. A COVID-19 Incident Management Group consisting of leaders from throughout the organization was quickly organized and began daily meetings to address evolving guidelines and restrictions. A top priority was to meet the needs of our clients and continue service delivery in new and innovative ways, such as virtual interactions and interventions. As the pandemic continued, short-term adjustments evolved into long-term opportunities to serve our clients and teams in new ways.

Despite the pandemic, Manitoba Possible has done more than just survive, we've found opportunities to thrive and grow. We've had a number of strategic hirings including a director of adult programs. We have expanded our social enterprises (Clean Ventures and launched envoyy). Our new name and brand have taken hold in the hearts and minds of many as demonstrated in the results of a public opinion poll, showing we are as recognized as any other sector agency. In addition to supporting staff in health and wellness programming, we also delivered meaningful professional development including cultural competency and anti-racism workshops. The Manitoba Possible team also went above and beyond our regular services by delivering care packages, including groceries, household items, PPE, and iPads to many clients.

We ended the year with a successful bid to purchase property in Winnipeg for Manitoba Possible's next chapter: an inclusive and accessible community place in Winnipeg.

In many ways, Manitoba Possible has been fortunate this past year, with ongoing support from funders, the continued outstanding excellence from our staff and the gracious support of our donors and sponsors for an inclusive and accessible society. We truly are in this together, and we can't wait to see what we accomplish next.



**Dana Erickson,
CEO**



**Michel Chartrand,
Chair**

**SEE
WHAT'S
POSSIBLE.**

AMBASSADORS



Paul
Youth Ambassador

"I LIKE TO SEE HOW FAR I CAN GO. I JUST GO OUT THERE AND HAVE FUN."

Paul is an energetic teen full of determination. He likes to dance, tell bad jokes and make people laugh. He is also very passionate advocating for the world to be a better place. Paul was recently recognized with a National Volunteer Award by Easter Seals Canada.

Paul strives to not let anything slow him down. An enthusiastic sledge player, you may have seen Paul on the Jets ice with the Sledgehammers during February 16, 2020 intermission at the Bell MTS Arena.



Mitch
Adult Ambassador

"YOU JUST CAN'T QUIT, YOU HAVE TO KEEP GOING!"

At 43, Mitch went into the hospital experiencing some chest pains. His day quickly changed when he was rushed to undergo emergency spinal surgery. He had two vertebrae fused in his central spine as well as his neck. In the midst of surgery, he suffered a stroke.

Therapy was an 18 month process that left Mitch in a wheelchair, unable to use his left arm. Mitch and his wife faced a new barrier of how and when they would return home. Manitoba Possible assisted in overcoming this barrier by helping fund a power lift.

THE MANITOBA POSSIBLE TEAM

Board of Directors

Michel Chartrand - Chairperson
Jennifer Lusby - Vice-Chairperson
Sylvio Sarrasin - Secretary
Peter Zacharias - Past-President
Camille Bertholet - Director
Paul Provost - Director
Gail Smidt - Director
Don Sobkow - Director
Russell Olivson - Director
Shahin Shooshtari - Director

Bill Tucker - Director
Wendy Onslow - Director
Brenda Slikker - Director
Judy Wasylycia-Leis - Director

In Memorium: Auna-Marie Brown

Executive Team

Dana Erickson - Chief Executive Officer
Gerald Mirecki - Director, Operations & Major Projects
Jennifer Jason - Director, Finance & Admin
Derek Day - Director, Human Resources
Monique Constant - Director, Programs & Services - Adults
Lindsey Cooke - Director, Programs & Services - Children

A year of Manitoba Possible and a pandemic.

A few weeks into a global pandemic, on April 15, 2020, Society for Manitobans with Disabilities began a new chapter with a fresh look and a new name: Manitoba Possible.

Changing the name of a company is no small undertaking, and it was a project years in the works! We sought the help of Uphouse Inc, a local branding and marketing firm, to engage with Manitobans about changing our name. We heard from our clients and others in the disability communities, as well as our staff & volunteers, donors, funders, partner organizations & supporters.

We listened to people who identified as disabled and those who do not, and we heard a strong desire for a fresh look to raise up our vision of an inclusive and accessible society and mission of working together to eliminate barriers to full and equal participation.

After much consultation and research to find a name people embraced, we found it: Manitoba Possible.

In the year since, we've faced an ongoing pandemic, and have had to innovate and collaborate to meet the needs of our clients. We're proud of our new name and new, modern, accessible website. We're also proud of the resilience of our clients and the dedication our staff has shown in the past year.

Join us in celebrating a year full of successes!

Celebrating 70 Years

2020 was a milestone year, marking 70 years of breaking down barriers on June 16. We launched an online awareness campaign inviting Manitobans to think about accessibility and inclusion - 70 Ways to Make Manitoba Possible - and received over 150 fantastic ideas. All of these great ideas got us thinking of how we could recognize those who are putting ideas into action, so we set Paint the Town Possible in motion.

Physically Distant, But Not Socially Distant

As lockdowns became the reality in the province, Manitoba Possible stepped up to the plate - embracing innovation and technology to stay connected with our clients.

Though we had to be physically distant, we promised we wouldn't be socially distant. Our frontline staff began taking calls and appointments via phone or virtual means, in addition to checking in and being a support for clients. A family-based in Western Manitoba shared, "The support we receive from our service coordinator is priceless - emails and check-ins during the pandemic are priceless, but not having to worry about money is a different kind of priceless. Not having to stress about that during a pandemic was really helpful. It was a huge weight lifted off our shoulders."



Fun in the Sun and Virtual Connection

As the summer drew nearer, camps programs across the city began to announce cancellations and postponements, but for the participants of Manitoba Possible's recreation and leisure programs, the opportunity to participate in accessible sports, develop social and life skills, and let off steam was essential. Our recreation and leisure team worked hard to make a safe summer camp season possible, and they pulled it off. Staff also encouraged participation online with virtual events like the Lego Challenge, Family Feud, and Virtual Music Therapy, and so much more.

A YEAR IN REVIEW

Making Connection Possible

Throughout the pandemic, we saw an incredible amount of community spirit. At Manitoba Possible, we jumped at opportunities to give back with initiatives like the Make It Possible Care Packages, funded by the Gov of Canada's New Horizons for Seniors Program via United Way. 70 packages of essential items and groceries went out to folks in Winnipeg, Dauphin & Thompson!

Later in the year, we were able to deliver 250 Sobeys' gift cards to families with a value of \$250, supported by United Way Winnipeg.



When the Government of Canada announced the Emergency Community Support Fund, and United Way reached out to us for help, we saw an opportunity to combat social isolation with the Tech-Connect initiative, delivering digital devices to families and individuals to make connections possible in a time of physical distancing. The program also provided PPE care packages and envoy care credit hours for people who indicated a need.

We delivered 128 devices throughout the province, serving 134 families and individuals. 65 PPE packages were provided and 37 recipients were provided with envoy tutorials and 12 credit hours each. Based on recipient responses, over 140 virtual social activities have been enabled by the Tech-Connect Initiative.

A recipient of one of the devices shared, "Thank you! We love being able to participate in family video parties and that our kids get to still be able to see the family during the pandemic. It's made things a little easier on all of us."

An Opportunity for Growth

Clean Ventures, a social enterprise we began in 2019, provides meaningful and sustainable employment to Manitobans who are Deaf or hard of hearing or newcomers. It's good clean service, for good. The COVID-19 pandemic was an opportunity for the custodial enterprise, more than doubling its client base, and providing essential services, like sanitizing, to help keep Winnipeggers safe at the Assiniboine Park & Zoo, Main Street Projects, ArtCity, and more.



Big Hairy Audacious Goal

The pandemic couldn't stop or slow down the incredible force that is Manitoba Possible. In addition to all our client and company successes, we wanted to end the year with a very big, very exciting new project: a proposed inclusive and accessible place to live, work, shop, and play. While we don't have the perfect name for it yet (we're calling it "the development" for now), we do have BIG plans!

Learn more at manitobapossible.ca/development



CHILDREN'S SERVICES

Family Centred Service

Receiving a diagnosis of disability for your child can be life-changing. Not knowing where to find support and resources can be stressful. That's where Children's Service Coordinators come in, supporting families, identifying their strengths, needs and goals so they can guide families on the resources available to best encourage the development of their child and family.

Some families may not be able to see all of the places where the child isn't being supported, or might see it but not know what to do.



Theresa (right) and her daughter

Coordinators can uplift families in these spaces, acting as an advocate for the family's wishes and needs.

As a Children's Service Coordinator and a former client of Manitoba Possible, Theresa Blaine understands both sides of the support and client dynamic. Her experience is invaluable for helping families in the Westman region of Manitoba. Theresa's career started with the birth of her daughter, who was born Deaf.

With support from Manitoba Possible for her family, Theresa focused on her career. As a Children's Service Coordinator, Theresa takes a family-centred approach. Family-centred service is built on three principles: that parents know their children best, that families are unique, and that children function best within a supportive family and community context. The strengths and needs of all family members must be considered because the family is the constant in a child's life.

"In getting to know the family, their goals, dreams and wishes, I can then go and find the resources to make those things possible. It's about listening to them and their unique situation," said Theresa.

Part of Theresa's job is to act as an advocate for the family, sometimes sitting in on meetings and consulting with other professionals from schools, daycares and other agencies to develop a plan for the child. Theresa always lets the family know that their wishes come first – it's okay to not agree with all the advice given, it's okay to be uncomfortable and it's important to voice those opinions.

Navigating services can be confusing, stressful and time-consuming. Theresa's knowledge and insight into the resources available is incredibly valuable for families who have a million other things on their plate.

For Westman families like Robyn, Jasper and Daniel, the support has been invaluable. Mom, Robyn, shared "Theresa helps us to advocate for Jasper, helps us to know our rights as parents and for our child. Any questions we have, Theresa points us in the right direction She's opened our eyes to resources we wouldn't have known about."



Robyn, Jasper and Daniel

[...continue reading at manitobapossible.ca/stories/making-family-centred-service-possible](https://manitobapossible.ca/stories/making-family-centred-service-possible)

**DID
YOU
KNOW:**

There were 59,500 active parking permits issued throughout Manitoba in 2020/21.

ADULT SERVICES

Signs of Growth



Jaden is a warm and welcome face that visitors may see when enjoying the trails and green spaces at one of Winnipeg's most treasured gems, Assiniboine Park. Entering his third year of employment with Clean Ventures, Jaden is a familiar friend here at Manitoba Possible and just one of many Manitobans we've had the opportunity to grow with from childhood to adulthood.

Jaden and his family were first introduced to Manitoba Possible's Communication Centre for Children who are Deaf or hard of hearing, tackling communication barriers by learning American Sign Language (ASL).

Growing up, he worked with many staff in the organization through programs such as Children's Service Coordination, adult Deaf and Hard of Hearing Services, recreation and leisure, vocational rehabilitation, and now, Clean Ventures. "I really like it because it keeps me busy," he shares.

A social enterprise launched by Manitoba Possible in 2019 with its first client the Assiniboine Park Conservancy, Clean Ventures provides meaningful employment at above industry wages for individuals from many backgrounds: Deaf or hard of hearing individuals, newcomers, and persons with disabilities. It's good, clean service. For good.

Many Manitobans face barriers to employment, and Jaden felt welcomed and accepted as part of the Clean Ventures team working alongside colleagues who value diversity and collaboration. Communication is key for the Clean Ventures team, with several Deaf staff, they've set out to eliminate barriers to communicating by teaching ASL to hearing coworkers and creating hand signs for various buildings, tasks, rooms, and more.

"We are a diverse group and we work together to get the job done," Jaden says of his colleagues.

Working with Clean Ventures has eliminated more barriers than just employment for Jaden. Through a partnership between Manitoba Possible, Wawanesa Insurance and the Polo Park Hearing Centre, Jaden was the recipient of new hearing aids right before the holiday season.

Thrilled about his hearing aids, Jaden shared, "I like the new hearing aids. I can hear lots of things I hadn't before - like people's accents from different countries. I can also hear the tone of people's voices when they speak to me and hear my parents speak. The best thing is now I can enjoy music while cleaning [at work] in my hearing aids connected to my iPhone! They have Bluetooth which is super dope. This has given me new freedom to enjoy things!"

[...continue reading Jaden's story at manitobapossible.ca/stories/signs-of-growth](https://manitobapossible.ca/stories/signs-of-growth)

DID YOU KNOW:

In 2020, the Free Tax Clinic of the Financial Empowerment Program completed 299 returns, amounting to over \$500,000 in leverage refunds.

Manitoba's Youth, Mpowered

Payton, a Joseph Teres student in Winnipeg, Manitoba, heard about a province-wide challenge to find (and fund) solutions to accessibility barriers, called Mpower: Manitoba's Accessibility Challenge presented by Manitoba Possible, and she immediately had an idea. Payton began work on her application with the goal to tackle communication barriers for the Deaf and hard of hearing communities when visiting her school.

Submitting "How I want to include people who are deaf," Payton wrote: Deaf people should be given the opportunity to communicate to anyone at the school and in the community. Students and staff should have more opportunities to learn American Sign Language (ASL). Deaf people should have the opportunity to have an interpreter when they attend school for events so they can be included in the fun experiences at the school rather than be left out.

It was a winning idea and Payton and Joseph Teres School were one of three winners picked in June 2020.

The selection panel felt Payton has a good understanding of the importance of reducing barriers for individuals who are deaf or hard of hearing. She demonstrated great ideas for how to help her school become more inclusive! Helping students to learn sign language will significantly reduce some of the barriers for visitors and students who are deaf/hard of hearing. Her idea to include a form to make any accommodations for visitors is great! It won't add stress to the visitors included and will help them to feel comfortable, and so much more.

...read the full breakdown of Peyton's project at manitobapossible.ca/stories



We caught up with Payton in the fall to find out how the school put to use the \$2000 in winning funds.

Joseph Teres School formed a student committee and decided to tackle a wide array of communication barriers by:

- purchasing amplifiers for teachers wearing masks during COVID-19 so students could hear and understand stories better
- installing educational and instructional signs on American Sign Language (ASL)
- installing directional braille signage to help visually impaired individuals navigate the school
- purchasing audio books to make books and stories more accessible.

[Learn more about Manitoba's Accessibility Challenge at mpowerchallenge.ca](https://mpowerchallenge.ca)

DID YOU KNOW:

There are five types of accessibility barriers people with disabilities may face: physical and architectural; information and communication; technological; systemic; and attitudinal.

Challenging How Disability is Defined

When people think of disability, they might picture a wheelchair user or an individual with a physical disability. Assumptions and stereotypical representations of disability can erect barriers for those with non-visible disabilities like chronic pain, learning, and brain injury.

Challenging the definition of disability is a core part of the work done by Manitoba Brain Injury Association (MBIA). Offering help and hope to individuals and families living with the effects of brain injury, MBIA offers services, education, and advocacy while promoting independent living and a sense of community.

With a goal to educate all Manitobans towards the prevention of acquired brain injury, it made sense for the organization to join Manitoba Possible's Self-help Clearinghouse program and establish an office on the second floor of 825 Sherbrook St in Winnipeg, Manitoba.

Gladys Hirabi joined the ranks of MBIA's volunteer group facilitators over a decade ago and her persistence and dedication to removing barriers for survivors has led her to the head of the organization as Executive Director. She shares that brain injury can happen to anyone anywhere, at any time. Brain injury doesn't discriminate age, social status, and race.

The pandemic has led to innovation and shifts within MBIA and how it supports those affected by brain injury. Over the summer, MBIA offered telephone townhall services and support groups that clients found more accessible than virtual on-camera supports. One client shared how grateful she was for the opportunity to connect without having to be on camera, a lifesaving support in a time of isolation.

When thinking about how Manitobans can help eliminate barriers for brain injury survivors, Gladys wants people to remember that each brain injury is unique. Understanding and educating ourselves on the realities of brain injury is important. Most of all, believing those affected by brain injury can go a long way in connecting with and supporting a friend, a colleague, or a patient.

"Look past the misconceptions and myths and understand that it comes in many different forms. This inability needs understanding. Survivors need to be believed. Don't just respond "well you look fine" - brain injury manifests in more than physical ways."



[...continue reading at manitobapossible.ca/stories/challenging-how-disability-is-defined](https://manitobapossible.ca/stories/challenging-how-disability-is-defined)

DID YOU KNOW:

An estimated 1 in 26 Canadians are living with an acquired brain injury (ABI), ranging from mild concussions to more severe trauma.

ENVOYY

Innovating care services

Just a few weeks after we announced our new name and look, we launched a digital platform for finding care services, envoyy. The web and mobile app connects people seeking care with service providers, all while eliminating paperwork, taking care of background checks, and offering scheduling, payment, and communication tools in one easy-to-navigate place.

Envoyy connects qualified and verified service providers with the individuals and families who need them.

Research has demonstrated the benefits of self-managed care services. Unfortunately, many Manitobans with disabilities struggle to hire workers for these important services. "It's like finding a needle in a haystack," said a participant at a recent respite forum. Manitoba Possible has created a way that's easier and safer, through envoyy. Envoyy will let users search through a list of service providers and filter by criteria like availability, language, and skills.

"We listened to the needs of families and individuals in our community who are struggling to access qualified, trusted, and available help," says Lindsey Cooke, Director of Provincial Services. All envoyy users are vetted and verified with a strict background check process to ensure everyone in the envoyy community is protected.

In the fall of 2020, we partnered with the Government of Manitoba and Red River College to coordinate a Rapid Recruitment Initiative to solve a shortage of Direct Support Professionals in respite and care service agencies.

Today, there are currently over 450 verified service providers on the app offering services like respite care, elder support, home care, and so much more.



[Learn more at envoyy.ca](https://envoyy.ca)

DID YOU KNOW:

Manitobans who receive support have over 770 support workers in their lifetime. This inconsistency can negatively affect quality of care.

FINANCIAL HIGHLIGHTS

MANITOBA POSSIBLE INC. CONSOLIDATED STATEMENT OF FINANCIAL POSITION

MANITOBA POSSIBLE INC. CONSOLIDATED STATEMENT OF OPERATIONS

	Year ended March 31	
	2021	2020
Revenues:		
Government of Canada	1,764,321	1,506,130
Province of Manitoba	6,249,422	6,379,721
WRHA	1,536,624	1,536,605
United Way	1,065,811	1,065,809
Investment Income	933,323	273,564
Fundraising & Other	2,865,880	2,507,143
	<u>14,415,381</u>	<u>13,268,972</u>
Expenditures:		
Adult Programs	3,633,863	3,260,940
Children Programs	5,174,150	5,051,033
Community Inclusion Programs	1,397,991	1,422,575
Manitoba Wheelchair Program	1,858,735	2,133,032
Parking Permit Program	328,439	384,065
Fundraising & Other	527,842	1,569,165
	<u>12,921,019</u>	<u>13,820,810</u>
Difference between revenue and expenditures	<u>\$ 1,494,362</u>	<u>\$ (551,838)</u>

	March 31	
	2021	2020
ASSETS		
Current Assets:		
Cash	\$ 1,452,497	\$ 1,480,661
Receivables	903,880	428,534
Current portion of equipment loan	-	15,930
Inventory	386,912	404,681
Prepaid expenses	79,856	94,502
	<u>2,823,145</u>	<u>2,424,308</u>
Investments	11,348,570	10,314,805
Equity interest in Mobile Vision Care Clinic Inc.	182,552	231,427
	<u>1,021,702</u>	<u>313,264</u>
	<u>\$ 15,375,969</u>	<u>\$ 13,283,804</u>
LIABILITIES AND NET ASSETS		
Current liabilities:		
Payables	\$ 1,978,957	\$ 1,302,091
Deferred contribution - core funding	510,124	558,057
Current portion of obligation under capital lease	46,729	22,776
	<u>2,535,810</u>	<u>1,882,924</u>
Obligation under capital lease	69,469	14,076
Deferred contributions	542,619	513,073
Specified commitments	1,123,093	1,003,304
	<u>4,270,991</u>	<u>3,413,377</u>
Net assets:		
Net assets invested in fixed assets	232,348	144,407
Net assets restricted for endowment purposes	3,688,733	3,688,733
Unrestricted net assets	7,183,897	6,037,287
	<u>11,104,978</u>	<u>9,870,427</u>
	<u>\$ 15,375,969</u>	<u>\$ 13,283,804</u>

Provincial Funding

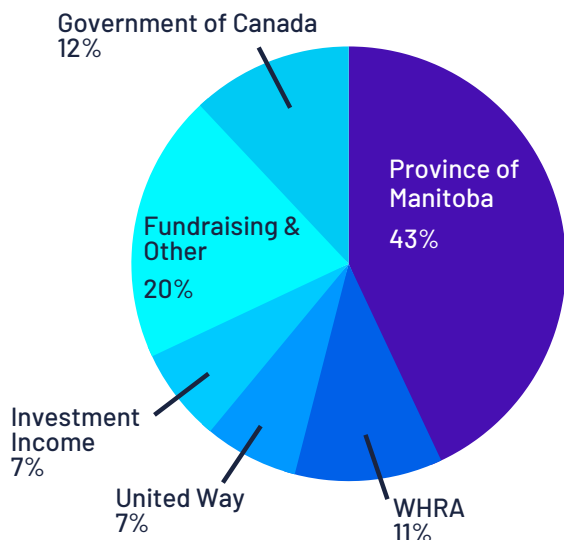
- i. Department of Families - \$3,879,484
- ii. Department of Economic Development & Trade - \$2,369,938

*Current liabilities:

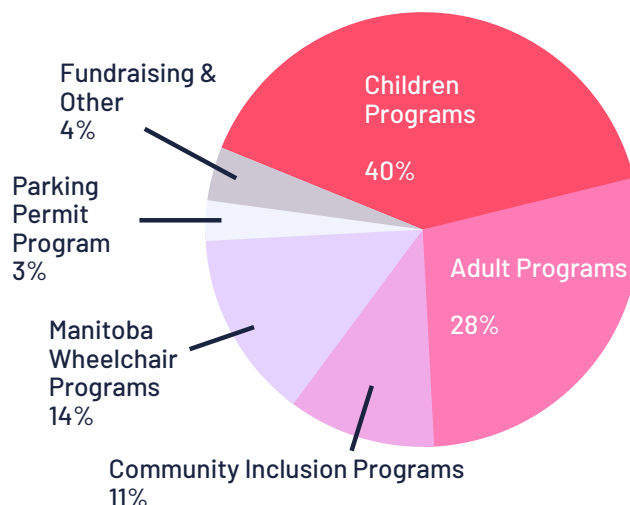
Amounts due to be paid or spent within 12 months

****Obligation under capital lease/ Deferred contributions/ Specified commitments:** Amounts to be paid or spent in the future

REVENUES



EXPENDITURES



Thank you to the Province of Manitoba, United Way Winnipeg and United Way of Brandon for their generous, ongoing support! Thank you to Immigration, Refugees and Citizenship Canada for their support of the Newcomer Navigation & Support Unit.

THANK YOU

Manitoba Possible extends its sincerest appreciation to our generous donors, partners and corporate supporters for their ongoing commitment and caring.

\$25,000 - \$49,999

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The Winnipeg Foundation

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Canadian Tire Jumpstart Charities
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THANK YOU

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Krestanowichm Jennifer
Laurel, Sarah Lee
Law, Kim
Logan, Patti
Mangilit-Ebio, Ethel
Marques, Nelia

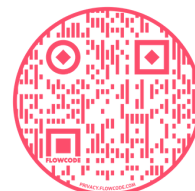
Martin, William
Maw, John
McGill, Shannon
McLaren, Marnie
McMillan, Terry
McNeill-Hordern, Alison
Messam, Troy
Mitchell, Grant
Mondor, Dianne
Monkman, Mary
Morrissette, Patricia
Mortiga, Maria Kristina
Moyer, Colleen
Moyse, Mel
Ngo, Evangeline
Nickel, Robert
Nicolas, Carole
Page, Betty
Paquin, Raymond
Paquin, Gail
Parks, Kim
Parsons, Nancy
Pau, Tiffany
Pauls, Jeannie
Pederson, Kelsey
Pelagio, Danilo
Pendree, Warren
Porco, Carol
Porth, Terry
Pothe, Laszlo
Power, K.
Prefontaine-Gibson, Angel
Prydun, Steffie
Prynne, Constance
Pulvinar, Joseph
Radley, Madeleine
Redekopp, Susana
Regan, Patti
Robertson, Traicy
Rodriguez, Jenny
Rowe, John
Russell, George
San Juan, Cherry
Saunders, Lillian
Sawchuk, Sandy
Simpson, Diana

Smith, Candy
Southcott, Kim
Sul, Barb
Syganiec, Irma
Tamayo, Rosario
Tan, Ken
Taylor, Peter
Thiessen, Ron
Trimble, Wilma
Tuck, Natasha
Wakelam, Patti
Walsh, Garry
Ward, Robert
Wardrop Kelsey
Watson, Gwen
Watters, Julie
Wiebe, Alyssa
Wiechern, Elinor
Windle, Norma
Wintonyk, Ingrid
Wohlschlagler, Gordon
Workman, Garry
Zdebiak, Lori

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