



## **MESSAGE FROM THE CHAIR ANNA KAE TODD**

The 2002-2003 year was again an exciting and successful year for the Calgary Learning Centre.

We formally launched our strategic plan to the community on January 27, 2003 with an open presentation on future directions by the President of the University of Calgary, Dr. Harvey Weingarten. Our strategic planning exercise reaffirmed our capacity building role in the community, and we continued to develop many unique areas of excellence in the field of learning disabilities, Attention Deficit/Hyperactivity Disorder, and literacy issues. Practitioners continued to refer more complex cases to the Centre, and we continue to address a wide range of needs. This results in enhancing our reputation and keeping our skills honed but it also leaves the Centre with the higher costs related to more complex and time-consuming assessment processes. This year saw a growth in our professional development role in the Province, with Dr. Price and many other Learning Centre staff making presentations throughout the province, collaborating on and delivering university courses and continuing to be sought-after at professional conferences. Fund development has become an essential component of survival for the Centre and we continued to work to further our fund development strategy and reach.

We also undertook a major governance review with the capable assistance of the Calgary Centre for Non-Profit Management. This process followed our strategic planning review of 2001-2002. As part of the work on our strategic goals, the board set out to review and revise our long-held consortium governance model. While relationships with consortium partners are valuable and are already continuing to evolve in various significant forms, this governance structure no longer serves the organization in its original intent. Therefore, in the best interests of the Calgary Learning Centre, we are ready to launch a new community-based board structure that can enable the board to more easily draw members and support from the broader community; a membership that we believe will be better able to focus more adroitly on the future direction of this organization. We have chosen to follow a policy model of governance that will establish the board as the key link to its community. I would like to express my sincere thanks to all of our board members who worked so diligently on this transformational exercise, and also to Dr. Price, Carolyn Meier and our stalwart consultants from the Calgary Centre for Non-Profit Management, all of whom provided significant support, advice and encouragement for our task. I would like to recognize the many years of support and cooperation we have received from our consortium partners and to say that we look forward to continuing to have successful collaborations with them.

# EXECUTIVE DIRECTOR'S REPORT ANNE PRICE



The Calgary Learning Centre is always an exciting place to be, and 2002-2003 exemplified the intense dynamics involved in change and moving forward. We were energized by the new Strategic Directions at the board level, at the community level and at the staff level.

The board worked hard on a review and the renewal of the Centre's mandate, vision and strategic direction. This work included reviewing and developing a new governance model and structure that will best support the Centre and position it to continue to move forward and accomplish its vision and goals. You will notice comments by the board in this year's Annual Report reflecting the ongoing implementation of our strategic plan and emphasizing the theme turning pages as we open a new chapter in the life of the Calgary Learning Centre.

The Strategic Directions guided the work of the Calgary Learning Centre in 2002-2003. We introduced new initiatives and began to reorganize ongoing programs and services with the view to emphasizing our role as capacity builders. In doing so, I was reminded of the importance of maintaining and developing the core of expertise that we have at the Centre to address the complex range of needs experienced across the lifespan by persons with learning, literacy and attention difficulties. The following are just some of the community efforts we undertook in 2002-2003:

- We continued to emphasize professional development opportunities in our work with the Calgary Board of Education and the Calgary Separate School Division (CSSD). The secondment relationship with CSSD is a key example of a mutually beneficial capacity building strategy.
- We contributed to the training of School Psychologists by collaborating to teach graduate assessment courses in Applied Psychology, University of Calgary.
- We built our expertise in Assistive Technology and collaborated with the University of Calgary to develop a website on assistive technology for written language difficulties at the postsecondary level with funding from the Office of Learning Technologies.
- We continued to provide practicum opportunities (24) and supervision for four Provisional Psychologists.

We did this with a dynamic, professional staff and over 6,285 hours of volunteer assistance. Our staff is our bottom line. We have an excellent multidisciplinary team and face a constant challenge to maintain and build expertise. We promoted ongoing staff development activities, supported staff to attend conferences and workshops, linked staff with the University of Calgary's information services and provided "efficiency coaching" to help manage our personal space and time.

We are turning the pages – the story has been challenging and rewarding. The future story will be even better!

# IMPLEMENTING THE NEW STRATEGIC DIRECTION...

**Our Strategic Objectives for 2003 – 2006 are:**

- 1. Develop a governance model/board structure that effectively meets the future needs of the organization.**



Dr. Bob Robinson -  
Board Member

“As a Board Liaison Member from Alberta Children’s Hospital I have welcomed the transition from a ‘consortium’ model to a community-based and governed organization. My own relationship to the Calgary Learning Centre dates back to the time the ‘head office’ was an Atco trailer on the Knob Hill School parking lot. And now I realize that this is a mature, resilient, and creative agency that can celebrate its autonomy and future, while acknowledging the support along the way. I’m honoured to have been associated with this exciting passage.”

“The process of self-evaluation by the board provided the opportunity to review where we are going and the most effective way of getting there.”



Shelagh Mikulak -  
Board Member



Alan MacDonald –  
Board Member

“While participating in the Strategic Directions, I helped to build the emerging new governance structure. It will take the best of the consortium model and add new policies and procedures to enable the new board of the Calgary Learning Centre to achieve much success in the future.”

## Implementing the New Strategic Direction...

- 2. Build the capacity of others (communities, organizations, professionals, families, individuals) to meet the complex needs associated with learning difficulties.**



Russell Kane –  
Board Member

“In regards to the process we are going through, I can only reflect on my involvement with the Calgary Learning Centre. I was nominated by my fellow Kinsmen to the Calgary Learning Centre. I can only imagine that when the Kinsmen Club of Calgary first helped the Learning Centre with seed funding that they had this transition in mind. ‘Serving the Community’s Greatest Needs’ is a motto of the Kinsmen Club of Calgary, and one that we test with each and every organization that we provide assistance to. We are proud of our long standing partnership with the Calgary Learning Centre, and only envision this transition as the next phase of growth that will allow the Learning Centre to have greater impact in the Community that we share.”

“As a parent and a board member, I see the Calgary Learning Centre providing more public education around Learning Difficulties. This will help in achieving part of the new Strategic Direction by sharing information and building the capacity of others.”



Lorrie Goegan –  
Board Member



Sharyn Honeywell –  
Board Member

“The New Strategic Direction process has been challenging for the board and, for me personally. It has been an exciting and positive experience in which to participate. I believe the hard work of the board will result in dynamic, new strategic directions that will effectively carry the Calgary Learning Centre forward in its commitment to serving the needs of the community.”

## Implementing the New Strategic Direction...

The Calgary Learning Centre collaborated with Alberta Learning to produce a resource that has been well received by school personnel throughout the province: *Unlocking Potential: Key components of programming for students with learning disabilities.* Modules for students with learning disabilities to be included in curriculum implementation guides were also developed.



### Unlocking Potential Writers

From left to right – Anne Price, Mary Cole, Krista Smart, Shawn Crawford, Johanne Tottle and Karen Vavra.  
(Not available for this photo - Dan Drybrough, Frank Burns, Gillian Hutton)

### 3. Have the internal capacity (staff, resources, expertise, supports and systems) to meet the requirements of our vision and mission.



Mimi Harris –  
Board Member

“As part of the Fund Development Committee and the Board, I have come to know and respect the excellent work being done by the educational team of professionals at the Calgary Learning Centre. That is why I support the new strategic direction and will continue to help secure resources to meet the needs of individuals with Learning Difficulties.”

## Implementing the New Strategic Direction...

A project was initiated to expand the reach of the Calgary Learning Centre through online seminars. The project is supported by Essentialtalk Network, Essential Communication Fund, and Wild Rose Foundation. Our staff have embraced this innovation and have produced informative and interesting presentations. Since the launch of these presentations in May 2003, 94 visitors to the Calgary Learning Centre website have experienced these seminars.

“We actively promoted our Library and Resource Centre and circulation doubled. A renewed partnership with the University of Calgary Library keeps our professional collection current and supports access by U of C students. Watch our website for the collection to go online in 2004.”



Janice Caskey –  
Librarian

#### **4. Re-align programs and services to achieve a balance and integration that reflects our vision and mission.**



Nancy Close -  
Board Member

“The Calgary Board of Education Trustees enthusiastically supports and recognizes the fine work of the Calgary Learning Centre. Our recent nomination of the Calgary Learning Centre for the Alberta School Boards Association Friends of Education Award attests to the value we place on the Centre’s positive contributions towards building capacity within Alberta to meet needs of children and adults with learning difficulties. We look forward to continuing our support for the transition to a new governance structure that more effectively aligns with the vision and mission of the Calgary Learning Centre.”

## Implementing the New Strategic Direction...

In 2002-2003 we began to review current programs and stressed contributions to building the capacity of others, by:

- Supporting the Learning Disabilities Association of Alberta – Calgary Chapter to provide social skills programs (we train staff, contribute staff and provide ongoing supervision and consultation)
- Offering Camp ADDventure - which included capacity building for participating children, but also built capacity for future teachers through counselor training
- Promoting Family Literacy through programs involving practicum students (Master of Teaching and Rehab), parents and pre-school children; we produced and distributed calendars of activities for families, and we offered training in the GOAL model at the provincial training institute of the Centre for Family Literacy.

“Our New Strategic Direction lays the foundation for meeting the needs of persons with learning difficulties. With the support of our community, we will continue to be a leader in educational services for children and adults in Alberta.”



Patrick Fitzpatrick –  
Board Member

### 5. Have a revenue base that enables us to meet our vision and mission.



Barb Fallis –  
Board Member

“We came to an agreement that we needed a broader based Community board for reasons such as fundraising, community outreach etc.”

A great success story this year has been that our deficit is less than last year! We have been working hard to diversify our funding base and to increase our effectiveness in the area of fund development. We wrote many project proposals – five successful ones were specific to helping us move forward with the strategic directions.

## Implementing the New Strategic Direction...

The establishment of a significant yet-to-be-named endowment was our single largest personal donation ever! We greatly appreciate the response of the community in supporting events, responding to the direct mail campaign and volunteering many hours to the work of the Centre. This support enables us to continue to provide bursary support to individuals and families and to be available to build the capacity of the community.

### 2002 Generosity of Spirit Honouree

The Calgary Learning Centre was honoured to have their nomination of Willow Park Golf & Country Club chosen as recipient of a *2002 Generosity of Spirit* award. This is an annual award sponsored by the Association of Fundraising Professionals.



### 6. Have recognition as a leader in the field of learning difficulties by the general public and professional communities.

"The Calgary Learning Centre has become a leader in the field of supporting those involved with Learning Disabilities. The old governance model has served its purpose and it is time for the governance of the organization to change in order to keep pace with the changing needs of the organization. In this change we have learned that it is not what we have lost but what we have left behind that counts."



Marty Hornstein -  
Board Member

In 2002-2003 the Calgary Learning Centre received an unsolicited grant through Alberta Gaming. We also received letters of support from all levels of government including Anne MacLellan, Minister of Health, David Kilgour, Secretary of State (Asia Pacific) and Heather Forsythe, Alberta Solicitor General were also received.

## COMMUNITY SUPPORT...

|                        |                       |                           |
|------------------------|-----------------------|---------------------------|
| Tyler Alton            | Gary Gelfand          | Nancy Maguire             |
| Dennis Apedaile        | Colin Glassco         | John Maguss               |
| Ellen Armstrong        | Joyce Goddard         | Betty Mainprize           |
| Gloria Atamanenko      | Lorrie Goegan         | Douglas Mair              |
| Margarette Attfield    | Gordon Goodfellow     | Liam Martin               |
| Louise Bailey          | Eva Anne Grace        | Ann McCaig                |
| Brenda Barrett         | Susan Greenaway       | Dorothy McDonald          |
| Dennis Bathory         | Keith Greenfield      | Alec McDougall            |
| Joe Benaschak          | Wade Hansen           | Deirdre McGarry           |
| Bernard Benning        | Joyce Hardman         | Glen McGinitie            |
| Garry Beres            | Mimi Harris           | Tom & Carol McGovern      |
| Loretta Biasutti       | Annette Hester        | Claudia McKinnon          |
| Ian Bourne             | Kevin Hinz            | Francie McLachlan         |
| Paul Brereton          | Sally Hlavay          | Margaret McLeod           |
| Flo Brokop             | Kelly Hogan           | Roderick McLeod           |
| Karen Brown            | Sheila Homeniuk       | Blaise McNeil             |
| Peter Burgener         | Sharyn Honeywell      | Ross Melrose              |
| Iris Burrows           | Stephen Hope          | John Merrifield           |
| Joanna Card            | Valerie Hornett       | Jenny Mew                 |
| Lai Mooi Cheong        | Marty Hornstein       | Shelagh Mikulak           |
| Nancy Close            | Maureen Howard        | Miriam Mitchell-Banks     |
| Pat Cochrane           | Brian Howes           | Rand Morsky               |
| Thomas & Lynne Collins | Glenda Huber          | Dennis Navalkowsky        |
| Gaetano Contrino       | Garth Huck            | Gerard & Ida Notermans    |
| Ted Cooke              | Neil & Maureen Hutton | Robert O'Rourke           |
| Roman Cooney           | Peter Istvanffy       | Jock Osler                |
| John Cordeau           | Janice Iverson        | James Palmer              |
| Jay Crooks             | Tom & Alison Jackson  | Keitha Pascuzzo           |
| Joanne Cuthbertson     | James Janzen          | Bill Paterson             |
| Susanne Dahl           | Allan Jones           | Bruce & Carolyn Patterson |
| Yvonne Dales           | Tom & Karen Jones     | James Peacock             |
| Peter Darbyshire       | Lynda Jurgens         | Robert Phelps             |
| Brian Dewar            | Antonia Kakouros      | Sal Pinnell               |
| Allan Donsky           | Russell Kane          | Noella Piquette-Tomei     |
| Bruce & Mary Dunlop    | Edward & Mary Kemp    | Anne Price                |
| Michael Dyer           | Aubrey & Elsie Kerr   | Shanon Quellette          |
| Graham Edwards         | Heather Kirkwood      | StuReid                   |
| Marie Evans            | Shirley Labs          | Gordon Ritchie            |
| Janet Ewens            | Brenda Lane           | Megan Rodway              |
| Joyce Fairbairn        | Forrest Larson        | Jann Rogers               |
| Barb Fallis            | Erica Lebbert         | Marilyn Samuels           |
| Pamella Fearon         | Jack & Louise Lee     | Maurice Saunders          |
| Christine Fewster      | Robert Lingbloom      | George Schlosser          |
| Darol Fonteyne         | Judy Look             | Ginny Schultz             |
| Catherine Ford         | Pam Lougheed-Stack    | Barbara Scott             |
| Liz Forseth            | Alan MacDonald        | Barb Scurfield            |
| Carol Francis          | Robert Macdonald      | Mindy Selby               |
| Audrey Friedenber      | John Macfarlane       | Brent Shervey             |
| Diane Gagley           | Donald MacKenzie      | Sandra Shuler             |
| Jonathan Gebert        | Susan MacKinnon       | Chuck & Louella Shultz    |

## COMMUNITY SUPPORT...

Robert Simpson  
Hope Smith  
Alex So  
Anne Maria Southwood  
Frank Stack  
Dale Stanway  
Ron Stevens  
Michelle Talbot  
Denise Theunissen  
Roger & Jane Thomas  
Neil Tidsbury  
Douglas Tottle  
Anna Truderung  
Pat Van Der Meer  
Robert Wahlstrom  
George & Sheila Watson  
Leone Wolosyn  
Hugh Woolner  
H. E. Wyatt

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Air Canada  
Alberta Orange Foundation for Children  
Alberta Sunflower Seeds Ltd.  
Alliance Pipeline Ltd.  
Anadarko Canada Corporation  
AON Reed Stenhouse Inc.  
Aquila Networks Canada  
ARC Financial Corporation  
Art Gallery of Calgary  
Artables Canada  
ATCO Gas  
Big Rock Brewery Ltd.  
BMO Nesbitt Burns  
Borden Ladner Gervais LLP  
Bow Valley College  
Buon Giorno Ristorante Italiano  
Burnet, Duckworth & Palmer LLP  
CBC Radio Canada  
Calgary Flames  
Calgary Motor Products Classic GM  
Calgary Silkscreen Inc.  
Calgary Stampeder Football Club  
Canada Post Corporation  
Canadian Tire - Richmond Road  
Carriage House Inn  
Chief Construction Company Ltd  
Children's Hospital Aid Society  
CIBC World Markets Children's Miracle Foundation  
Creative Avenues

Credit Union Central Alberta Limited  
Daughters of the American Revolution Heritage Chapter  
EECOL Electric Limited  
EnCana Cares Foundation  
Epson  
Evangelical Lutheran Women Alberta and the Territories  
First Calgary Savings  
FirstEnergy Capital Corp.  
Foothills Pipe Lines Ltd.  
Fraser Milner Casgrain LLP  
Gibson Energy Ltd.  
Gowling Lafleur Henderson LLP  
Greyhound Canada Transporation Corp.  
Happy Cooker Emporium  
HP Custom Woodwork  
Il Giardino Ristorante  
Imperial Tobacco Canada Limited

In Full Bloom With Vista View Gardens  
Jacobs Canada Inc.  
Johnny Rockets Car Wash  
Kinsmen Club of Calgary  
Labatt Breweries of Canada  
Lakeview Flowers  
Lehigh Portland Cement Limited  
Lovse Surveys Ltd.  
Marathon Canada Limited  
Marquis Communities Development Inc.  
McCarthy Tetrault LLP  
McLeod & Company LLP  
Metrographics Ltd.  
Morton H. Wyne Insurance Agency Ltd.  
Naomi Rebekah Lodge #12  
National Oilwell  
Original Joe's Restaurant & Bar  
Osler Hoskin & Harcourt LLP  
Parlee McLaws  
Penn West Petroleum Ltd.  
Petro-Canada  
Pirie Foundation  
Prizm Financial Corporation  
RBC Financial Group  
RBC Foundation  
RBC Investments Financial Planning  
RBC Royal Bank  
Regency Palace Seafood Restaurant & Lounge  
Renfrew Chrysler Inc.  
Rotary Club of Calgary Centennial

## **COMMUNITY SUPPORT...**

SAP Canada Inc.  
Scholastic Book Clubs  
SFC Consulting Inc.  
Shaganappi Chevrolet Oldsmobile  
Short Stop Food Stores Inc.  
St. James Parent Council  
Stampede Lexus Toyota  
Stephens Kozak Carr & Brown - Architects  
Supreme Basics Office Supply On Demand  
TD Canada Trust  
Telus Mobility  
the co-operators  
The Great West Life / London Life  
Thomas Jeffery Mens Wear  
Tip To Toe Esthetique  
Totem Building Supplies Ltd.  
TransAlta Corporation  
TransCanada PipeLines Limited  
Turner Efficiency Coaching  
United Way of Calgary and Area Donor Choice  
Program  
University of Calgary Community Relations  
Via Rail Canada Inc.  
WestJet Airlines  
Willow Park Golf & Country Club  
Womyn in Action

### **We Are Pleased to Acknowledge Program Support From the Following Foundations and Granting Agencies**

Alberta Gaming – Community Initiatives Program  
Alberta Learning  
Alberta Learning – Family Literacy Initiative  
Alberta Lotteries  
Alberta Wild Rose Foundation  
Burns Memorial Fund  
Calgary Region Child & Family Services  
Community Lottery Fund  
Essential Communication Fund  
Essentialtalk Network  
Nickle Family Foundation  
The Calgary Foundation  
The City of Calgary, Family and Community Support Services

## **BOARD OF DIRECTORS**

### **Executive Committee**

Chair                    Anna Kae Todd  
1<sup>st</sup> Vice Chair        Russell Kane  
2<sup>nd</sup> Vice Chair      Alan MacDonald  
Treasurer            Jonathan Gebert  
Secretary             Barb Fallis  
Past Chair             Jim Peacock

### **Directors**

Alberta Children's Hospital  
    Bob Robinson  
Bow Valley College  
    Anna Kae Todd  
Calgary Board of Education  
    Nancy Close  
Calgary Separate School Division  
    Adam Heighes  
Kinsmen Club of Calgary  
    Russell Kane  
Learning Disabilities Association Of Alberta –  
    Calgary Chapter  
    Marty Hornstein  
    Trudy Hodgson  
University of Calgary  
    Alan MacDonald  
    Jonathan Gebert  
Friends of the Learning Centre  
    Barb Fallis  
    Patrick Fitzpatrick  
    Lorrie Goegan  
    Mimi Harris  
    Sharyn Honeywell  
    Shelagh Mikulak  
    Jim Peacock

### **Honourary Patron**

The Honourable Lois E. Hole,  
    Lt. Governor of Alberta

## **STAFF**

### **Executive Director**

Anne Price, Ph.D.

### **Admin Team**

Shawn Crawford, Ph.D.  
Pamella Fearon  
Carolyn Meier, B.A.  
Johanne Tottle, Ph.D

### **Support Staff**

Linda Ann Anstie, Office Manager  
Cyndy Bermingham, Volunteer Manager  
Christine Berry, Accounting Assistant  
Janice Caskey, B.Sc., Library Assistant  
Sherry Dow, Child Intake  
Debra Machin, Cert. Ed., B.Sc., Office Assistant  
Mary Pumphrey, Client Services  
Amy Roe, Receptionist  
Linda Walker, Office Assistant  
Kris Webber-Shushewich, Program Assistant

### **Clinical & Program Staff**

Charlene Bobyn, B.Ed.  
April Buchanan, Ph.D.  
Jayne Clarke, Early Childhood Diploma  
Mary Cole, B.Ed., Dip. Ed.Psych.  
Dawn Cruikshank  
Dan Drybrough, B.Ed., M.Sc.  
Nada Jerkovic, B.A.  
Janet Lane, B.Sc.  
Christa Leibel, B.A., M.Ed.  
Susan Maunula, M.Sc.  
Andrea Mott, B.Sc., M.Sc.  
Isabel Rempel, B.Ed.  
Karen Vavra, B.Ed.

### **Staff Who Left During 2002- 2003**

Gillian Hutton, MSW  
Sabrina Briggs, Volunteer Manager  
Debi Baldwin, Admin. Assistant  
Ellen Armstrong, Office Manager  
Mary Jane Danyluk, Office Assistant

## **CONTRACT STAFF**

### **Psychologists**

Charlotte Arbuckle, M.Sc.  
Julie Brock, Psy.D.  
Monika Brillon, M.Sc.  
Marlis Krueger, B.A., M.Ed.  
Colleen Linney, M.Ed.  
Janet Miller, Ph.D.  
Camille Wagner, B.S.Sc., M.Sc.

### **Speech Language Pathologist**

Deanne Schorn-Beaudoin, M.S., S-LP(S)

### **Occupational Therapist**

Mia Herraro, B.Sc., B.Sc.O.T.(C)  
Shona Sen

### **Tutors**

Isabelle Chouinard  
Neera Datta  
Brenda Falle  
Sharon Fjeldstrom  
Jesse Hillas  
Cecelia Keyes  
Leanne Neufeld  
Joanne Syden  
Michelle Talbot

### **Pediatricians**

Geraldine Farrelly, M.D., F.R.C.P.C.  
Christopher Lever, M.D., F.R.C.P.C.

## **MEMBERSHIPS**

Alberta Association of Services for Children & Families (AASCF)  
Alberta Association for Supervision & Curriculum Development (ASCD)  
Calgary Community Adult Learning Association (C-CALA)  
Calgary Healthy Start Alliance (CHSA)  
Calgary Immigrant Women's Association (CIWA)  
Children & Adults with Attention Deficit Disorder (CHADD)  
Council for Exceptional Children (CEC)  
Learning Disabilities Association of Alberta – Calgary Chapter (LDAA-CC)  
Literacy Alberta  
Volunteer Calgary  
Association of Fundraising Professionals (AFP)

## 2002 – 2003 CAPACITY BUILDING

### CLIENTS SERVED

| TYPE OF SERVICE                    | CHILDREN    |             | ADULTS     |            |
|------------------------------------|-------------|-------------|------------|------------|
|                                    | 2002-03     | 2001-02     | 2002-03    | 2001-02    |
| Assessment                         | 99          | 92          | 109        | 96         |
| Attention Clinic                   | 127         | 171         | -          | -          |
| Consultation                       | 103         | 215         | 23         | 20         |
| Counselling                        | 17          | 52          | 6          | 14         |
| Programs                           | 139         | 318         | 13         | 35         |
| Early Intervention/Family Literacy | 661         | 497         | 432        | 339        |
| Tutoring                           | 200         | 207         | 16         | 27         |
| <b>TOTAL</b>                       | <b>1594</b> | <b>1615</b> | <b>599</b> | <b>531</b> |

### OUTREACH

| TYPE OF SERVICE                              | NO. OF EVENTS |            | NO. OF PARTICIPANTS |             |
|--|---------------|------------|---------------------|-------------|
|  | 2002-03       | 2001-02    | 2002-03             | 2001-02     |
| Workshops/Courses<br>Conferences             | 61            | 93         | 1898                | 2351        |
| Displays/Information Sessions                | 18            | 25         | 1833                | 2152        |
| Practicum Students/Provisional Psychologists |               |            | 28                  | 14          |
| <b>TOTAL</b>                                 | <b>79*</b>    | <b>118</b> | <b>3759*</b>        | <b>4517</b> |

| TYPE OF SERVICE         | ITEMS CIRCULATED |         | NO. OF USERS |         |
|-------------------------|------------------|---------|--------------|---------|
|                         | 2002-03          | 2001-02 | 2002-03      | 2001-02 |
| Library Resource Centre | 13,850           | 6226    | 853          | 1094    |

\*The shift towards more in depth capacity building efforts is here! Although fewer events and fewer participants, the length and intensity of the experiences increased. For example, think of the time and benefits of supervision for 24 practicum students and 4 provisional psychologists.



|  |                     |  |
|--|---------------------|--|
| Share The Magic – share the joy of reading | 529<br>5003<br>1095 | Children participated<br>Books gathered<br>Books distributed |
| EssentialTalk Online seminars              | 94                  | Experienced the online seminars                              |

We received 1577 calls from individuals requiring referrals, information about services and resources.

### BURSARIES

With the generous support of the community through donations, we are able to provide bursary assistance to clients and their families. Many individuals are able to access our services. In 2002 – 2003 we provided bursaries in the amount of \$27,385. The families who have benefited from the Dr. Marilyn Samuels Children's Bursary Fund and/or Jean Hollingworth Adult Bursary Fund, express great appreciation for this assistance.

## THE CALGARY LEARNING CENTRE STAFF



From Left to right: Linda Ann Anstie, Susan Maunula, Janice Caskey, Janet Lane, Mary Pumphrey, Linda Faulkner, Pam Fearon, Isabel Rempel, Johanne Tottle, Cyndy Bermingham, Sherri Sherren, Sherry Dow, Jesse Hillas, Jayne Clarke, Debra Machin, Carolyn Meier, Mary Cole, Kris Webber-Shushkewich, Krista Smart, Anne Price, Tanya Sangster, Andrea Mott, Christa Leibel, Shawn Crawford, Linda Walker

Thank You For All Your Support  
From All Of Us At  
The Calgary Learning Centre