



The War Amputations of Canada



2014 Annual Report

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1,072

Amputees
enrolled

“My new arm is
like a miracle!”

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3,119

Requests for
prosthetic financial
assistance granted

“It would have
cost me \$250 to
replace my keys!”

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12,073 SETS OF LOST KEYS RETURNED

6

CHAMP
seminars



“I wouldn’t be where I am today without The War Amps CHAMP Program. They have allowed me to live a full and independent life. I’ve never been made to feel like I can’t or shouldn’t do something.”

– Selena

On the front cover (clockwise from top): Bernard and Elizabeth; Stuart, Dante and Gaétan; Aimee; Louis.

Since 1918, The War Amps has met the needs of war amputees.
Today, the Association continues to serve them, and all amputees, including children.



Jake and Ali

Thank You

Thank you sincerely to all our supporters. We always enjoy reading the notes that accompany donations. Some supporters write in that they were touched to see a child amputee on TV or featured in our spring or fall mailing; others may know the parent of a young amputee; many supporters write in with thanks for returning their lost keys.

Sometimes we receive mail from the child or grandchild of an amputee veteran. Such notes remind us of The War Amps history and the important roots set down for all amputees by Association members following the First and Second World War.

Particularly remarkable was their foresight in asking, “Who will speak for amputee children?” The ensuing formation of the CHAMP Program has been life-altering for young amputees.

Looking ahead to CHAMP’s 40th anniversary in 2015, we take great joy in knowing that child amputees are set out on the road to independence with the support, information and financial assistance provided through The War Amps. Early graduates of the program are testament to this. CHAMP Graduate Valérie wrote to us:

“ My life is going at 400 miles an hour with my work as a high school teacher and my role as a mother of two children. Life has been good to me. The War Amps CHAMP Program has helped shape the woman I have become. Thank you for having been there. I hope many other children will shine thanks to you. ”

We take seriously our responsibility to our donors and strive to provide them with the information needed to make a well-informed decision and have a sense of how their money is being used. This Annual Report is one way in which we can do that.

PS – We were pleased to once again participate in *MoneySense* magazine’s annual Charity 100 survey... and to receive A+ grades across the board!

The War Amps DOES NOT:

- Use professional fundraisers
- Receive government grants
- Solicit by phone or door-to-door
- Sell or trade your name/address
- Spend more than 10% on administration
- Tie up funds in long-term investments

How We Help Child Amputees

CHAMP Program

The Child Amputee (CHAMP) Program is built on the Winner's Circle philosophy, which encourages child amputees (Champs) to accept their amputations and develop a positive approach to challenges.



The Matching Mothers Program pairs families who have “been there” with newer Champs. Elijah, Ethan and their moms can share stories and experiences.

Financial Assistance for Artificial Limbs

“Everyday” artificial limbs help amputees complete regular tasks such as walking, eating, dressing, and much more. For these limbs, CHAMP pays the portion not covered by provincial or private medical plans. *(See special recreational limbs on the next page.)*

Caydence is learning to use her new myoelectric arm. This type of artificial arm has sensors inside that allow her to open and close the hand. Caydence’s mom writes:

“ She was quick to learn that if she thought about moving her muscles to open the hand, it would happen. She immediately picked up items and moved them. We are so grateful for The War Amps as we wouldn’t have been able to provide such a wonderful device for our daughter without their help and support. ”

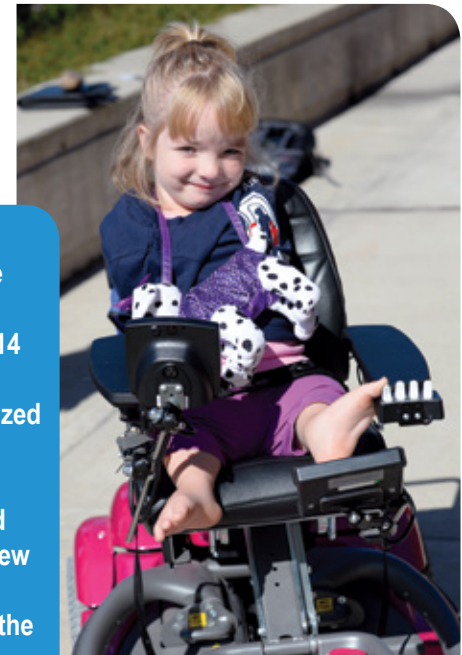


Caydence

Support Through Seminars

Regional seminars bring CHAMP families together to learn about artificial limbs and life as an amputee. Teens like Graham, who have grown up through CHAMP, can apply to be Junior Counsellors at seminars. Graham writes:

“It was a privilege to speak to everyone at the Seminar about my own experiences. So many new faces were looking up to me in the same position that I was in at my first seminar. I am glad that I had the opportunity to remind my fellow Champs that the only disability in life is a bad attitude.”



“Super Champs” like Brooke, who have multiple amputations, benefited from the 2014 Multiple Amputation Seminar, with specialized resources for their unique needs. Older Super Champs shared their experiences in new videos produced by The War Amps about the road to independence.

What Are the Most Popular Recreational Limbs and Devices?

CHAMP will cover 100 per cent of the cost of recreational limbs and devices. We consider these to be a necessity for child amputees so they can take part in activities with their friends and families. There is currently no provincial coverage for recreational limbs and devices across Canada.

17%
Fitness



6%
Ball Sports



16%
Biking



13%
Winter Activities



34%
Water Activities




6%
Music



“Thank you for all of your support and assistance with Malcolm’s artificial limbs and devices!”

— Adam and Jacqui,
Malcolm’s dad and mom

8% of requests for recreational limbs and devices were unique and fall into the category of “other.”



Champ Mia's mom reports
that her new skipping device had Mia exclaiming,

“My new arm
is like a miracle!”

How We Help War Amputees

Information, Expertise, Experience

Since the end of the First World War, The War Amps has been instrumental in obtaining many improvements to pension legislation and health-care benefits for war amputees and seriously disabled veterans. Today, war amputees continue to be represented in an effort to have their health needs and pension compensation recognized in a fully satisfactory manner.

We also serve war amputees (traditional and modern-day) and their widows with personal assistance in navigating their benefits and accessing support services.

Recommending Improvements to the New Veterans Charter

We are continuing to press the VAC Minister to be proactively engaged in reforming the New Veterans Charter to better serve our veterans.

Our submission April 1 to the Standing Committee on Veterans Affairs made a number of substantive recommendations to reform the Charter and charged the government with a violation of the social covenant owed to veterans and their dependants. The report of the Standing Committee, delivered June 3, adopted the majority of our recommendations and cited our submission as a source document.



The War Amps brings together veterans who share the common experience of amputation. Here, Gaétan and Charles prepare to lay a wreath at the national ceremony on November 11.

Cutting Red Tape

Following the success of The War Amps Task Force Report to Veterans Affairs Canada (VAC) on cutting administrative red tape, chapter two of the task force has been established. The next phase of our report will contain additional recommendations to improve service and benefit delivery to veterans.

Sharing Our Expertise

In 2014, we were pleased to contribute our expertise to VAC's revised prosthetic policies to ensure amputee veterans have access to appropriate artificial limbs and prosthetic supplies.

We also hosted 16 prosthetic education sessions for VAC staff as well as staff at the Government's Integrated Personnel Support Centres to bolster their knowledge of amputation and help them stay up-to-date on the evolving field of prosthetics. We are often consulted by the Canadian Armed Forces and VAC on individual cases to make sure every amputee veteran is served with the best artificial limbs to meet their needs.

We were once again pleased to make a presentation at the 2014 Military and Veteran Health Research Forum, a conference exploring topics such as amputee care and injury prevention in the military.

How We Help All Amputees

A Centre of Excellence

Thanks to donor support, we are able to serve amputees with financial assistance for their artificial limbs and information resources that address all aspects of life as an amputee. As a centre of excellence in amputation, we field hundreds of inquiries each year.



Larry has received financial assistance for an artificial leg through the Adult Prosthetics Program.

Financial Assistance

Through the Adult Prosthetics Program, adult amputees receive financial assistance towards the cost of artificial limbs.

“ Thank you so much for helping me out with my most recent prosthesis. My husband and I are on one salary without any insurance and we just get by, so this was a HUGE help for us. I am an above knee amputee, so my new prostheses are always so expensive. I was really worrying about how I was going to get this one paid off. The funding I received from you was such a big weight lifted off my shoulders. ”

– Lee

“ Your gift has given me a new lease on life. With appreciation for your contribution toward the cost of my two prostheses. ”

– Aubrey

Advocacy

We use our expertise to educate amputees on their rights and help them access important financial and health-care benefits. This year alone, we were able to address 57 unique cases in which amputees needed assistance in areas such as finding accessible housing, insurance compensation, discrimination in the workplace, federal or provincial healthcare, and much more.

Information and Resources



Niagara Prosthetics @NiagaraPO ☆
@TheWarAmps is such a wonderful resource for so many of our clients. Check out their website, so much useful info! waramps.ca/home.html

“ I received more helpful information from The War Amps than I have in the past year of searching. ”

– Raeleen

Employing Disabled Persons

Sima is a double-leg amputee and longtime employee of The War Amps sheltered workshop, where key tags and address labels are produced. She writes:

“ I have worked at The War Amps for 23 years. Currently, I'm the Assistant Supervisor in the Remittance Processing Department. I consider The War Amps my second home. ”



Sima at The War Amps sheltered workshop

How We Help the Public

Every Set of Lost Keys Has a Story

With 12,073 sets of lost keys returned in 2014, we hear from people across the country with stories of how their keys were lost – and returned thanks to The War Amps Key Tag Service. As always, it remains our privilege to provide this service to the public. The Key Tag Service is free – and it works!

Seasonal, peel and stick address labels are sent as a thank you to donors for their support. The distribution of key tags and address labels provides year-round employment for amputees and others with disabilities in our sheltered workshop.



Bennett

“It was such a relief to have my keys returned. It would have cost me \$250 to replace them!”
– Kirk

“I retrieved a voice message from our telephone. It was from The War Amps! Some kind and thoughtful person found our lost keys and phoned your toll-free number. I believe this service took only 45 minutes from the time my husband dropped our keys to the time The War Amps called.

Thank you for your invaluable Key Tag Service!”

– Iona

“The key tags really work! Having my keys back is worth all the donations I have made over the years.”
– Simone

“I have been using War Amps key tags since I began driving – some 43 years. This is probably the third time you have returned my keys to me in that period. I now have the relief of knowing that my lost keys and remote starter are not in questionable possession. I appreciate that you sent them via courier so that I’d get them back ASAP!”

– Jim



“This is my third time to find my keys returned to me. This time they were delivered before I even realized they were lost. How good is that.”

– Faye

“I have a greater sense of security ever since I started using War Amps key tags.”

– Yves

How We Help the Public

Important Safety and Commemorative Messages

The War Amps history has given us a unique knowledge that we share with the public.

We have developed many print, online and video resources on safety and military heritage. Additionally, Champs are active in their communities, sharing the PLAYSAFE/DRIVESAFE and remembrance messages through presentations, letters to their local newspapers and more.



Roan and Calgary Stampeders stars say "PLAYSAFE!"

Spreading the PLAYSAFE™ Message

Champs make excellent safety ambassadors, as they know what it's like to live without a limb. They deliver the hard-hitting PLAYSAFE message in a way that resonates with kids.

“ Having Champ Tyler here for our Kids Safety Day was a real gift. His story touched everyone. He has made a difference in the young lives of those he met. ”

– Safety Day Event Staff

Roan and the Stampeders

Champ Roan, who lost part of his leg in a lawn mower accident, was named our most recent National Safety Ambassador. Together with Calgary Stampeders stars Keon Raymond and Brandon Smith, he helped spread the PLAYSAFE message in our annual PLAYSAFE public service announcement. This message, produced in conjunction with the Canadian Football League, has been a War Amps tradition for 30 years.

Army Newsreels Come to YouTube

We are excited to bring exclusive, historical footage to the public through the “Newsreel of the Week” project, releasing one segment each week from the Second World War Canadian Army Newsreels on our YouTube channel. This project will culminate in 2015 to mark the 70th anniversary of the end of the Second World War.



Jevan and Cody had lawn mower accidents as young children. Here, they deliver the PLAYSAFE/DRIVESAFE message at a local parade. The War Amps float appeared in 33 parades in 2014, bringing the safety message to communities across Canada.



Champ Georgia laid a wreath at her local Remembrance Day ceremony. Many Champs participate in commemorative events through Operation Legacy, as a way of passing on the remembrance message.



Emma, Ella and Carly use tumbling devices that are great for gym class and playing outside with friends.

The War Amps has been continued under the Canada Not-for-profit Corporations Act and is registered as a charitable organization with the Canada Revenue Agency (CRA). The War Amps is funded by donations to the Key Tag Service. It does not receive government grants.

Since 1918, The War Amps has met the needs of war amputees. Today, the Association continues to serve them, and all Canadian amputees, including children. The Child Amputee (CHAMP) Program provides financial assistance for artificial limbs, regional seminars and peer support. Through CHAMP, The War Amps tradition of “amputees helping amputees” will continue long into the future.

Public support of the Key Tag Service enables the Association to continue to operate its many programs.

As part of The War Amps commitment to being accountable to our donors, we are pleased to provide you with our Essential Financial Information. The intent of this financial summary is to provide the most valuable data for our donors in terms of explaining our programs and how their money is being spent.

The War Amps has a unique structure within the charitable field. In 1946, the Key Tag Service was launched to provide employment for returning disabled veterans from the Second World War. This service was recognized as a sheltered workshop at that time. Throughout the intervening years, hundreds of disabled

Canadians have worked at the Key Tag Service, and it continues to employ Canadian amputees and other people with disabilities today. A significant portion of the costs of the Key Tag Service is considered to be a charitable program of the Association as recognized by CRA.

All of this detailed financial information is provided in our annual filing of form T3010, which is available to the public on the CRA website at cra-arc.gc.ca. Our full, audited financial statement is also available at waramps.ca.

The War Amps financial statements are prepared and audited by the respected international accounting firm PricewaterhouseCoopers (PwC). They also prepare our annual filing of the T3010 government return.

We are continually evaluating how we present our financial information, in order to ensure that we provide our donors with the facts they need to make a well-informed decision.

The War Amps is proud of its history and the programs and services we offer to amputees. Public support of the Key Tag Service, which has returned more than 1.5 million sets of lost keys, enables the Association to continue to operate its many programs, such as the CHAMP Program for child amputees, the National Service Bureau for war amputees and seriously disabled veterans, the National Amputee Centre for adult amputees and the Advocacy Program, ensuring the rights and interests of amputees.

Statement of Revenue and Expense for the year ended December 31, 2013

REVENUE	
Donations (Net)	\$ 13,695,183
Bequests	3,036,508
Interest and Other	(77,800)
	<u>\$ 16,653,891</u>
EXPENSE	
Adult Amputee Program	\$ 2,374,887
CHAMP Program	8,567,052
DRIVESAFE Program	203,201
<i>At your service...</i> Publication	210,792
PLAYSAFE Program	2,446,117
Prosthetics, Research and Education	480,856
Service Bureau	2,079,081
Veterans Issues – Special	322,255
Video Distribution	95,773
Widows Assistance Program	1,133,300
Other Charitable Programs	513,543
Administrative	585,522
	<u>\$ 19,012,379</u>
Excess of Revenue Over Expense (Expense Over Revenue)	<u>(\$ 2,358,488)</u>

Balance Sheet as at December 31, 2013

ASSETS	
Cash and Term Deposits (See Note 1)	\$ 29,621,949
Property and Equipment	5,641,209
Assets Held for Pension Liability	5,898,747
Other Assets	3,675,656
	<u>\$ 44,837,561</u>
LIABILITIES	
Accounts Payable	\$ 2,652,795
Pension Liability	6,770,725
	<u>\$ 9,423,520</u>
EQUITY	
Equity in Property Equipment	\$ 5,641,209
Appropriated Equity (See Note 2)	28,174,000
Unappropriated Net Assets (Deficiency of Net Assets) (See Note 3)	1,470,422
Restricted for Endowment Purposes	128,410
	<u>\$ 35,414,041</u>
	<u>\$ 44,837,561</u>

Notes to Financial Statements for the year ended December 31, 2013

1. CASH AND TERM DEPOSITS

The Association receives a significant portion of its funding immediately prior to the year end. These funds are used to finance the operations of its charitable activities in the ensuing year.

2. APPROPRIATED EQUITY

CHAMP Program	\$ 28,000,000
Survivors' Subsistence Grants	174,000
	<u>\$ 28,174,000</u>

The National Board of Directors has approved appropriations to:

- a) Provide for long-term commitments made on behalf of children enrolled in the Child Amputee (CHAMP) Program.
- b) Provide survivors' subsistence grants of \$2,000 per member on the death of an active member and \$1,000 on the death of the spouse. Payment of these grants is at the discretion of the respective branch executives on the basis of need.

3. UNAPPROPRIATED NET ASSETS

This is the unencumbered surplus available at year-end.

The Legacy Continues

Since The War Amps founding 96 years ago, the need for amputee support has steadily increased. The Association remains the only one of its kind in Canada, with comprehensive services that benefit all amputees.

Each year, the new amputees who enrol with us – 1,072 children and adults in 2014 – learn that The War Amps is there to help by:

- Providing financial assistance for artificial limbs
- Giving reliable, up-to-date information on prosthetics and the many other aspects of life as an amputee
- Connecting amputees with their peers, in the tradition of “amputees helping amputees”

This is all made possible thanks to our supporters who donate to the Key Tag and Address Label Service. As always, we remain committed to meeting the needs of amputees long into the future.



2014

Chairman of the Board

Stuart Vallières Chairman of the Board and
National Director, Montreal Branch

Executive Committee

Brian N. Forbes, B.Comm., LL.B. Chairman, Executive Committee

David Saunders, CPA, CA Chief Operating Officer

Executive Subcommittee

Danita Chisholm Executive Director, Communications
and CHAMP Program

Lorraine Cornelius Executive Director, Public Awareness

Darlene Quesnel Executive Director, Internal Operations

Quebec Operations

Marlène Girard Executive Director

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please visit waramps.ca.

