



The War Amputations of Canada



2015 Annual Report

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1,067

Amputees
enrolled

“My daughter
realized she is not
alone in having
only one hand.”

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2,807

Requests for
prosthetic financial
assistance granted

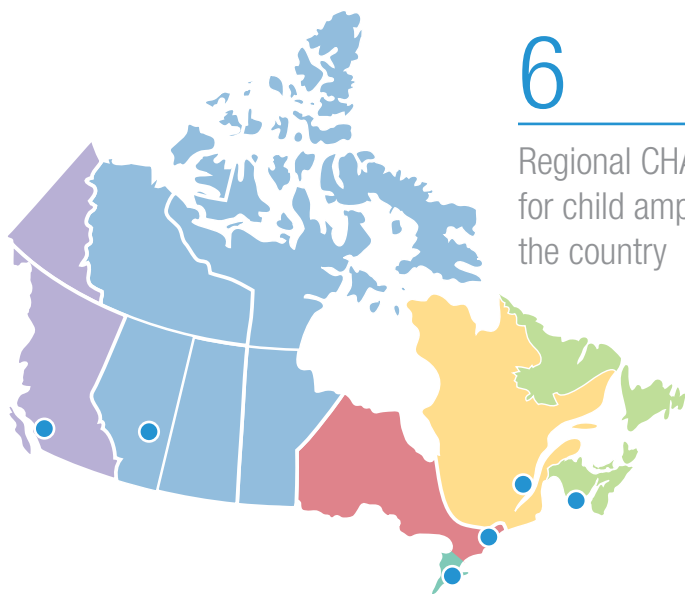
“You saved us a
big expense of
replacing keys.”

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11,585 SETS OF LOST KEYS RETURNED

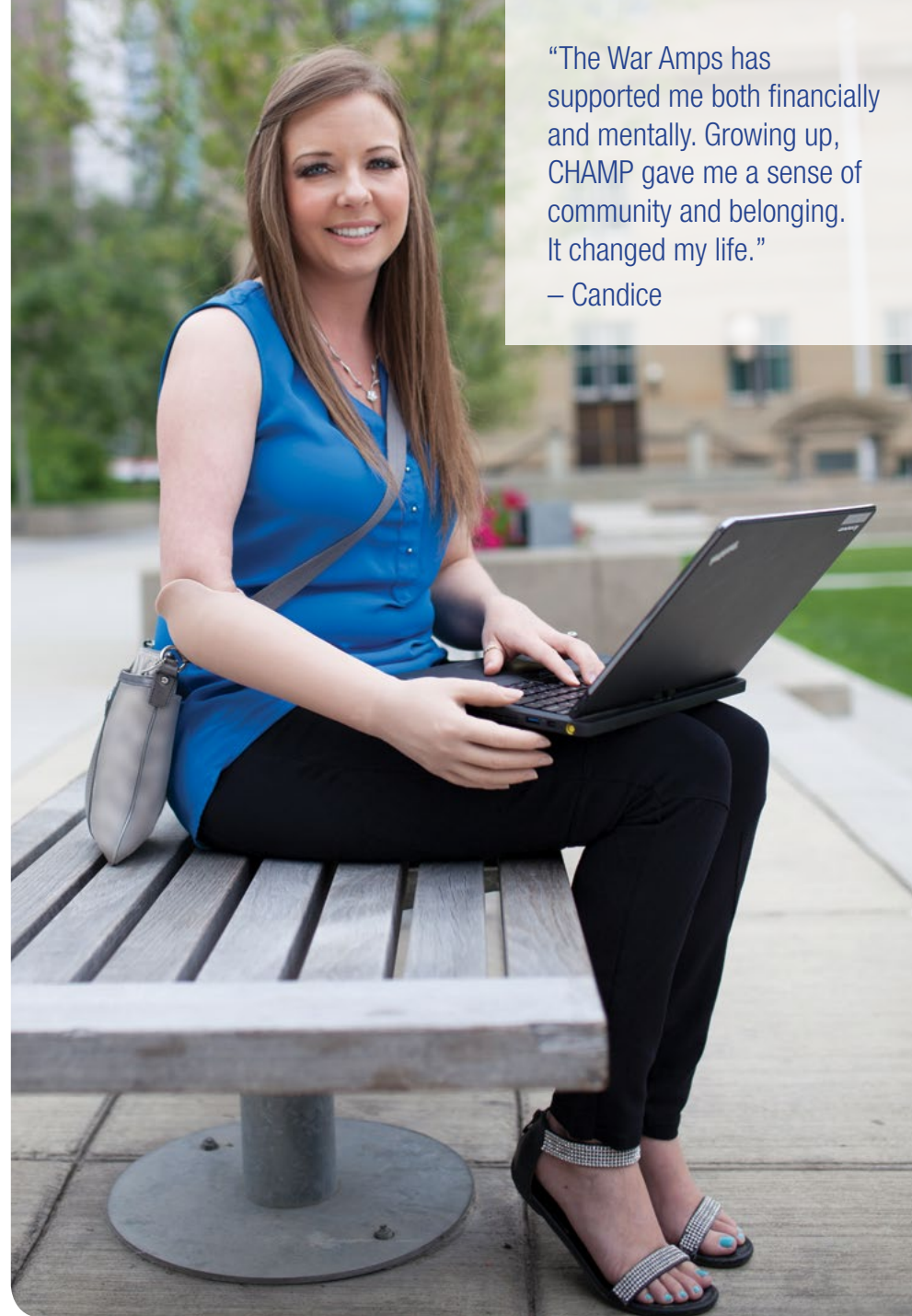
6

Regional CHAMP seminars
for child amputees across
the country



“The War Amps has
supported me both financially
and mentally. Growing up,
CHAMP gave me a sense of
community and belonging.
It changed my life.”

— Candice



On the front cover (clockwise from top): Braddock and Reid; Jean-Marie, Tiffany and Maj. Blaise; Sakaina; Gaétan.



Champs Neveah and Zoe both lost their legs due to lawn mower accidents as young children. Thanks to donations from the public, The War Amps has been there for them with comprehensive support.

Thank You

Thank you sincerely to all of The War Amps supporters, whose donations allow us to run our many programs for amputees across the country!

As CHAMP marks its 40th anniversary in 2015, one of the great joys we share with you is seeing child amputees (Champs) succeed. Thanks to special recreational limbs and devices, funded in full by the CHAMP Program, and with a positive attitude, Champs can do most anything.

Champ Zoe's (pictured at left) mom shares:

“Thank you to The War Amps donors, from the bottom of our hearts, for your kindness. If it was not for the funding from the public, Zoe would not be able to do what every child should be able to do: walk/run, play and feel like she can do anything! Her life would not be nearly as happy and full if we didn't have such support.

“Zoe is a happy, fulfilled, confident kid because of the CHAMP Program and those who so generously support it. Thank you.”

We are also pleased to share an exciting achievement this year – the launch of our completely redesigned website. It was our goal to make the wealth of information we have on amputation (all of it free-of-charge) easier to

access and navigate for those who need it. (See page 8 for more.)

Plus, the information our donors require about The War Amps programs and services, including how their money is used, is at the forefront.

Additionally, we were ranked as one of Canada's top-rated charities in 2015! *MoneySense* magazine gives The War Amps A+ grades in all categories and across the board, including “Fundraising Efficiency” and “Governance.”

Many more of our activities and achievements in 2015 are captured in this report. We welcome your feedback and, as always, remain accountable to our donors.

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.

CHAMP considers recreational limbs and devices to be a necessity for child amputees so they can stay fit and take part in activities with their friends and families. The program covers 100 per cent of the cost of recreational limbs and devices, such as those designed for swimming, biking or playing a musical instrument.

Champs and their families also benefit from regional seminars, peer support and information on life as an amputee.

Here are just a few of the thousands of Champs we have been able to assist in 2015.

Megan's New Arm

With a love for the water, Champ Megan recently received a swim arm funded by The War Amps. The swim arm's special design is made of durable, waterproof material and helps with balance and paddling in the water. Megan's parents say the new arm has been great for their daughter:

“The new arm allows her to keep up with the other kids when swimming and playing around on the beach. Thanks to The War Amps, and devices such as this, there is nothing she can't do.”

The hand on Megan's arm is also interchangeable, allowing her to attach different devices for various activities, such as a special hook for swinging on the monkey bars.



Megan

Seminars Bring Champs Together

“Thank you from the bottom of my heart for the recent invitation to the CHAMP Seminar. I think this was the first time my daughter, Sarah, realized that she is not alone in having only one hand.

“Your information sessions we attended at the seminar were so well done, well organized and very rewarding for parents and children. The seminars give us great hope for the future of our child. Thank you to The War Amps for your emotional and financial support.”

– Priscilla,
Champ
Sarah's mom

Young Champ Sarah formed a special bond with older Champ Chérilyne at their regional seminar. Older Champs are natural role models who help carry on the legacy of “amputees helping amputees.”



How We Help Child Amputees



The Matching Mothers Program “matches” CHAMP parents (fathers, too!) whose children have similar amputations. Champs Olivia and Ava can relate to and support each other. Their parents share common experiences, too. As matched families, they provide the comfort of knowing someone else who has “been there.”

Gabriel's New Leg

Champ Gabriel has a passion for sports, especially hockey. His new recreational leg allows him to participate in a variety of activities. His parents say the new leg has made a difference in their son's life.

“The design of the leg has increased his agility as a goalie and the new foot gives him more power and leverage for activities both on and off the ice,” says his mom, Aimee.

“We are excited to watch Gabriel doing what he loves for another hockey season.”

Gabriel says he is happy with his new artificial leg.


“I can make more saves because it makes it easier for me to do different moves when I'm in the net.”



Gabriel



Multiple amputees (“Super Champs”) like Jesse receive specialized support that addresses their unique needs. Our information resources and videos for Super Champs cover subjects like independent living, getting a job, driving and the benefits of computer technology to equalize the playing field.



Champ Maggie started using a guitar device funded by The War Amps after strumming with her bare arm became painful. She says:

“When you go to The War Amps, they’ll always be there for you. They know exactly what you’re going through and they give you amazing support.”

How We Help War Amputees

Information, Expertise, Experience

The War Amps serves war amputees and seriously disabled veterans by acting as a navigator to help them access their benefits and services, sharing our expertise on all aspects of amputation, advocating for amputees and effecting legislative change. We also work with Veterans Affairs Canada (VAC) and the Department of National Defence (DND) in a consultative role to ensure war amputees receive the services they need.

We proudly serve war amputees from past and more recent conflicts.

War Amps Chairman of the Board Stuart Vallières (a veteran of the Second World War) is pictured with Maj. Blaise, an Afghanistan veteran.



Personal Assistance for War Amputees

We have been using our nearly 100 years of expertise to provide assistance to our modern-day war amputees.

Due to the complexity of the New Veterans Charter, it is essential for us to act as a navigator to help them overcome the bureaucratic barriers and red tape that they encounter in accessing their full benefits and entitlements. By doing so, we are able to simplify and speed up what can be an unduly arduous process.

One amputee veteran writes:

“ I received my funding from the Canadian Armed Forces yesterday.

“I would like to thank your team 1000 times over for handling my file in such an exceptional way. It has been a long process, but to be supported by an expert team such as yours helps greatly in having faith in the system and staying positive.”

– Sgt. (Ret'd) Gaétan

New Veterans Charter Reform

Following scrutiny from The War Amps and other veterans groups, as well as our 2014 and 2015 major submissions to the Standing Committee on Veterans Affairs, the former Conservative government announced a number of “half measure” adjustments to the Charter, which are not fully responsive to our comprehensive recommendations.

Much more needs to be done and we will continue to apply relentless pressure on the new Liberal government to address the remaining voids and inequities. The public mandate letter outlining the new VAC Minister's top 15 priorities provides a unique opportunity to hold the Government to account for their substantive political promises and to address the failures of previous administrations to meet the fundamental obligation to provide appropriate compensation to Canada's amputee veterans.

Sharing Our Expertise

The War Amps has formalized our relationship with VAC through a Collaborative Partnership, as announced at the sixth annual Canadian Institute for Military and Veteran Health Research Forum conference in November. The primary goal of this partnership is to share the knowledge and expertise we have that will enhance the care of veteran amputees through VAC.

A similar agreement with DND was formalized last year, in order to provide war amputees with assistance prior to their release and during their transition to VAC.

How We Help All Amputees

A Centre of Excellence

The War Amps provides adult amputees with financial assistance towards the cost of artificial limbs and a wealth of information about life as an amputee. As a centre of excellence in amputation, we field hundreds of inquiries each year, raise awareness of issues amputees may face, help educate the public about amputation, assist amputees in having their health-care needs met and address issues such as discrimination.

Adult amputees like Lisa (pictured here with her family) have access to the unique support of The War Amps, which includes information, financial assistance and more.



Financial Assistance

Through the Adult Amputee Program, adults receive financial assistance towards the cost of their artificial limbs.

“As an adult amputee with an old, hardly workable prosthesis, your contribution towards my new hand makes a huge difference in my life. To actually be able to pick things up again... There are no words... Thank you.”

– Stephanie

Advocacy

Our exciting Advocacy work continues to provide assistance to amputees across the country. The Advocacy Program assisted 166 amputees in 2015, nearly tripling our case load from 2014! Advocacy addresses areas such as health care, finding accessible housing, insurance compensation, employment, discrimination and more. We navigate the bureaucratic barriers and misunderstandings that are often confronted by amputees.

In one case this year, an amputee approached the Advocacy team for assistance in preparing an insurance request. His high-level amputation in combination with a rare genetic condition that causes extreme skin fragility – which poses significant risks in the event of a fall – complicated the type of artificial leg he could successfully use.

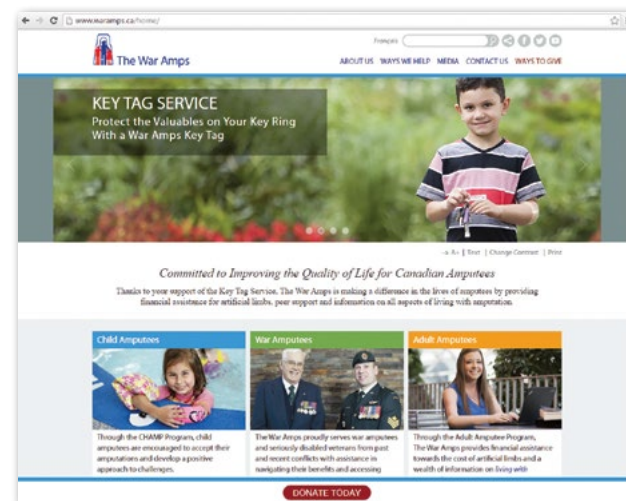
The components prescribed by his prosthetist were selected to provide the most stability and safety for him. The Advocacy team collected the medical evidence required and prepared a submission to his insurance provider, which was accepted in full. Moreover, the insurer agreed to pay for the high-cost leg directly, meaning the amputee did not have to pay out of pocket and await reimbursement.

In another case, The War Amps stepped in to assist a man who lost both hands in an electrocution accident. The province had plans to discontinue the daily home care support he was receiving. Advocacy contacted the province to provide information on the impact of a double amputation and the level of care and treatment required, and this amputee is now receiving the assistance he needs.

His family has expressed their gratitude, stating: “We are very happy with the assistance from The War Amps, as it is taking stress off of the entire family.”

Information and Resources

The War Amps newly redesigned website provides amputees and their families with invaluable resources on living with amputation.



How We Help All Amputees

Our numerous information sheets and booklets provide reliable, easy to understand, free-of-charge information to all amputees. Materials can be accessed online or by contacting The War Amps.

“ In 1999 when I first became an amputee, no other resource was able to provide the information that The War Amps did, to help me understand my disability. Thank you very much. Sixteen years later I enjoy a high quality of life, I’m a father and well known in my industry. I will never forget what you did for me in those early days. ”

– Jeff, leg amputee and member of the Adult Amputee Program

“ Thank you for the wonderful information you sent to our physical therapist. She shared the materials with the patient education committee and I placed them in a binder in our family resource library. These will be helpful for all patients dealing with amputation. ”

– Hospital staff

Amputee Day

The War Amps Regional Representatives for Alberta gave a presentation and hosted a display at this year’s Amputee Day event in Calgary, speaking to a group of health-care providers about The War Amps and the assistance they have received, as well as their experiences and health-care needs as amputees. The event brought together the various programs and services that provide care to amputees.



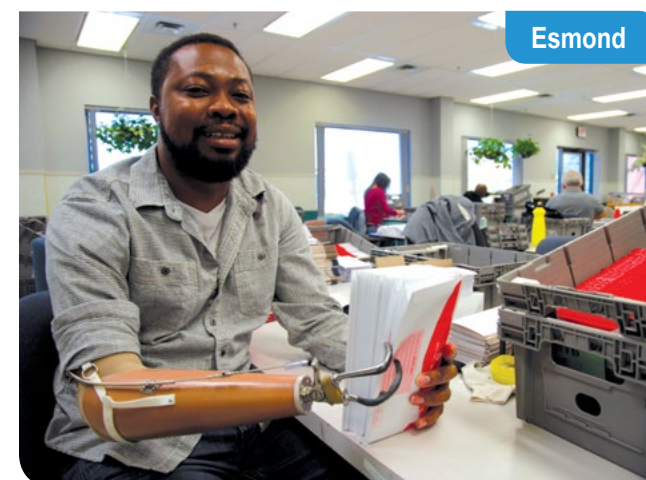
Regional Representative Annae spoke with health-care providers at the Amputee Day event.

Employing People With Disabilities

Esmond works at The War Amps sheltered workshop, where key tags and address labels are produced. Employees at the sheltered workshop make competitive wages and help provide a service to Canadians that generates funds for the Association. As a member of the Production Department, Esmond prepares key tags for the assembly process and packages materials such as address labels and receipts. He says:

“ Working for The War Amps has changed my life. It helped me regain my self confidence, working around other amputees like myself. ”

The sheltered workshop is also the site of our Customer Service department, where more than 80,000 requests were handled in 2015 – including inquiries such as change of address, ordering additional key tags, requesting information about The War Amps programs and more.



Esmond

How We Help the Public

The Key Tag Service

With 11,585 sets of lost keys returned in 2015, we hear from people across the country with stories of how their keys were lost – and returned – thanks to the Key Tag Service. As always, it remains our privilege to provide this service to the public.

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, where they make competitive wages and help provide a service to Canadians.



Champ Kaelyn

The Key Tag Service Is Free – and It Works!

“Today, our missing keys were returned by courier at no charge to us. My donation is on the way, and I’m making sure we have key tags on all our keys. You saved us a big expense and inconvenience of replacing keys!”

– Allison

“I want to thank the person who found my keys and called the number on the back of my War Amps key tag. The War Amps returned them to me by courier, free of charge, and saved me hundreds of dollars in replacement costs!”

– Alex

“Yesterday, I received back a set of keys to my car, house, mailbox, etc. It may sound corny, but I felt that something had ‘gone right’ in the world.”

– Michael

“I find it very refreshing to know that this type of charity – one that not only benefits the amputees but the donors also – still works well. I have shared my lost key story with my friends and family and have reminded them that this outstanding system ‘still works’ in this day and age. With sincere thanks and relief!”

– Patricia



How We Help the Public

From Kids to Kids: PLAYSAFE™

The War Amps believes that no one is better qualified to deliver the **PLAYSAFE** message than members of the **CHAMP** Program. Many of them have lost limbs in accidents while at play.

We have developed many print, online and video resources to get this message across. Additionally, Champs are active in their communities, reminding kids to **PLAYSAFE** – and adults to **DRIVESAFE**, too!



National Safety Ambassador Ernie appeared with CFL players in the **PLAYSAFE** PSA, a 30-year tradition.

Lawn Mower Safety Initiative

In 2015, The War Amps launched a lawn mower safety initiative across Canada. Every year, children are enrolled in **CHAMP** due to lawn mower accidents that could have been prevented.

Champs Zoe and Roan each lost a leg in a lawn mower accident. Along with their families, they have used their experiences to help warn other children of the dangers lawn mowers can pose. As enthusiastic safety ambassadors of our lawn mower initiative, they have given interviews to the media that shared their stories and warned, “Don’t let it happen to you.”

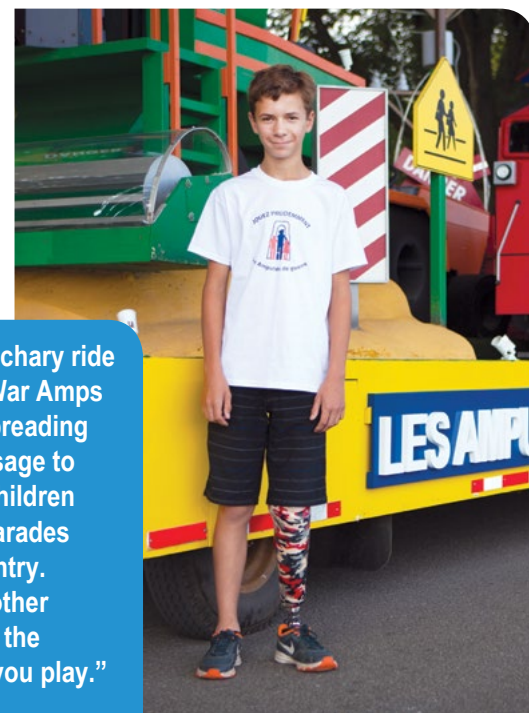
Teaming Up With the CFL for Child Safety

Champ Ernie was named our National Safety Ambassador and appeared in our 2015 **PLAYSAFE** public service announcement (PSA) with Canadian Football League (CFL) stars. Ernie lost his arm in a farm accident. He and his family took the opportunity to work with The War Amps to make a positive impact on others by spreading the safety message. The CFL has long been an important partner in getting this message out to millions of TV viewers. The PSA aired during the regular season games, as well as the Grey Cup.

Champs Zoe and Roan had a special message to kids in 2015: **Never be near lawn mowers!**



Champs like Zachary ride on-board The War Amps parade float, spreading the safety message to thousands of children every year at parades across the country. Champs warn other children: “Spot the danger *before* you play.”



How We Help the Public

Commemorating and Preserving Canada's Military Heritage

Child amputees have “taken up the torch” of remembrance to commemorate the sacrifices of those who served and pay tribute to the veteran members of The War Amps. They are honoured to participate in Operation Legacy events and national remembrance initiatives.



War Amps member Doug Cushway and Champ Angie lay a wreath on behalf of The War Amps, a tradition passed on from war amputee veterans to Champs.

Operation Legacy

War Amps member Doug Cushway and Champ Angie appeared in *A Lifetime of Service*, our new video production to mark the 70th anniversary of the end of the Second World War.

Mr. Cushway lost both legs below the knee while serving in the Italian Campaign. He received his first pair of artificial legs on his 21st birthday and has never looked back.

He has devoted his lifetime of experience to The War Amps and child amputees, holding many positions over the years at the national and branch levels of the Association.

Through The War Amps, Doug and his fellow war amputees have built a lasting legacy for child amputees in Canada. The Association's tradition of “amputees helping amputees” continues through the CHAMP Program.

For Angie, a graduate of CHAMP, war amputees have been her role models. She says:

“I feel really privileged to know war amputees like Doug and for everything they've helped me with while growing up in CHAMP. Some of the things they've taught me, I hope I can teach to the younger Champs.”

Mr. Cushway used to lay a wreath every year on behalf of The War Amps at his local Remembrance Day ceremony but has proudly passed on this tradition to Angie and other Champs. As part of Operation Legacy, Angie helps carry on the message of remembrance and educates others about the sacrifices of those who served.

Calling it “one good thing that came out of the war,” Mr. Cushway says, “The CHAMP Program has done a lot since it started. It makes me feel very good that it's still going strong today.”

A Lifetime of Service, which profiles Mr. Cushway's war experience, as well as the special bond shared by war amputee veterans and Champs, is available for viewing on our YouTube channel.

Financials



The War Amps funded Luolin's running leg (which is lightweight and gives "spring" to your step) and Sheriauna's tumbling device (which acts as a durable and flexible "palm" for activities like gymnastics). These types of recreational limbs and devices allow Champs to participate fully and safely in activities with their peers. With your support, we are able to cover 100 per cent of the cost.

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 Advocacy, ensuring the rights and interests of amputees.

Financials

Statement of Revenue and Expense

for the year ended December 31, 2014

REVENUE

Donations (Net)	\$ 15,303,103
Bequests	3,150,974
Interest and Other	974,534
	<u>\$ 19,428,611</u>

EXPENSE

Adult Amputee Program	\$ 2,372,431
CHAMP Program	8,301,816
DRIVESAFE Program	184,860
<i>At your service...</i> Publication	196,798
PLAYSAFE Program	2,545,969
Prosthetics, Research and Education	492,542
Service Bureau	2,032,022
Veterans Issues – Special	312,900
Video Distribution	32,698
Widows Assistance Program	978,128
Other Charitable Programs	555,621
Administrative	575,226
	<u>\$ 18,581,011</u>

Excess of Revenue Over Expense	
(Expense Over Revenue)	<u>847,600</u>

Balance Sheet

as at December 31, 2014

ASSETS

Cash and Term Deposits (See Note 1)	\$ 29,967,699
Property and Equipment	5,487,912
Assets Held for Pension Liability	5,973,695
Other Assets	4,346,810
	<u>\$ 45,776,116</u>

LIABILITIES

Accounts Payable	\$ 2,364,832
Pension Liability	7,773,753
	<u>\$ 10,138,585</u>

EQUITY

Equity in Property Equipment	\$ 5,487,912
Appropriated Equity (See Note 2)	28,148,000
Unappropriated Net Assets (Deficiency of Net Assets) (See Note 3)	1,868,209
Externally Restricted for Endowment Purposes	133,410
	<u>\$ 35,637,531</u>
	<u>\$ 45,776,116</u>

Notes to Financial Statements

for the year ended December 31, 2014

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	148,000
	<u>\$ 28,148,000</u>

The National Board of Directors has approved appropriations to:

- Provide for long-term commitments made on behalf of children enrolled in the Child Amputee (CHAMP) Program.
- 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

When war amputee veterans returning home from the First World War began the work of the Association in 1918, they likely could not have imagined the positive impact they would have on the generations to come. They recognized they could help other amputees by sharing their knowledge and experiences – first, with Second World War amputees and then, starting in 1975, with children. Today, The War Amps has retained the philosophy of “amputees helping amputees,” and our unique history has shaped the innovative programs we offer, which are still going strong.

However, there is still much to do! Many areas of need still exist for amputees across the country, and we are committed to filling these. With your support, The War Amps legacy will continue long into the future.



Second World War amputee (also Chairman of the Board)
Stuart Vallières, Champ Carter and Afghanistan war amputee Maj. Blaise.

Executive

2015

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

National Board of Directors

Maurice St. Hilaire Victoria Branch

Frank Nagy Vancouver Branch

Douglas Cushway Saskatchewan Branch

W.J. Neil Manitoba Branch

Gordon Forbes Western Ontario Branch

Michael S. Krulicki Waterloo-Wellington Branch

Robert Gondek Toronto Branch

W.E. Shore Ottawa Branch

Charles Veilleux Quebec Branch

J. Aubrey McLean Nova Scotia Branch

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customerservice@waramps.ca

The War Amps – Quebec

Key Tag Service

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514 398-0699

serviceclientele@amputesdeguerre.ca

For more information,
please visit waramps.ca.

