

The many faces of change

COADY

INTERNATIONAL INSTITUTE
ST. FRANCIS XAVIER UNIVERSITY



2006-07 Annual Report

Coady International Institute

Many Canadians do not know about the unique treasure in their own backyard – the Coady International Institute. The Coady Institute is perhaps better known in rural Zambia and Nepal than in downtown Toronto or rural Saskatchewan. That’s because the work that is done at, and through, the Coady Institute brings about life-giving



*“If we are wise,
we will help the people
everywhere to get the
good and abundant life...
to become masters of
their own destiny.”*

REV. DR. MOSES M. COADY

transformations in rural Nepal and Zambia, and in many other places throughout the world, including Canada, by providing education for action to community leaders who then take their new knowledge home and share it with their communities.

Today, more than 5,000 Coady graduates and partners in 130 countries are working within their communities and societies to provide opportunities for people to earn a sustainable living, to ensure that children can go to school, to prevent the further devastating spread of HIV/AIDS and other diseases, to ensure honest and effective government, to use



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natural resources in a sustainable way, and to promote peace.

It’s hard to keep a secret this big, and Canadians are starting to hear more about the accomplishments of the Coady Institute. And they should: the Coady International Institute, which represents Canada’s presence in many parts of the world, is something about which they should be very proud.

Created by St. Francis Xavier University in 1959, the Coady

International Institute is world-renowned for its leadership education programs and its innovative knowledge for action agenda.

The Institute also provides opportunities for recent university graduates through its Youth In Partnership program and plays a lead role in StFX’s Xtending Hope Partnership, which addresses the

HIV/AIDS pandemic in Rwanda and Botswana.

Working in partnership with Atlantic First Nations communities and the federal government, the Institute is involved in a First Nations Fisheries mentorship program which works to develop the technical skills of Aboriginal fishers.

The Institute’s namesake, Rev. Dr. Moses Coady, was a key leader of the Antigonish Movement, a people’s movement that began in Nova Scotia during the 1920s and was driven by a community self-reliance philosophy focusing on adult education, economic cooperation, and community action. The movement quickly spread throughout Canada and the rest of the world.

With a well-established track record, and looking ahead to the future, the Coady International Institute’s work is more relevant than ever.



Message from the Director and the President

The theme of this year's annual report is *The Many Faces of Change*, and focuses on the strength of our people. Our namesake, Moses Coady, would be proud of the accomplishments of our graduates, partners, volunteers, financial supporters, and staff over the past year. It was a year during which these accomplishments elevated us to new heights, enabling us to see that our dream to build an even better, stronger Coady Institute is now within our reach.

Building a stronger Coady Institute positions us to contribute in a more robust way and to assist our

graduates and partners as they work to build a better world. We believe fervently in the power of people. All of our work is based on the premise that ***nothing will happen without capable and motivated people leading the effort, and nothing will last without strong organizations.***

The Coady International Institute is set to launch into a new and exciting era – a next generation Coady International Institute – and the past year has seen the culmination of much hard work in all of our key areas, including our education and knowledge for action partnership programs, and also in our campaign

for the future.

We would like to thank our staff, volunteers, graduates, partners, financial supporters and special friends. The Coady Institute represents the many faces of change, and our ambition is that, together, we will continue to build on the momentum we have created to make a positive difference in the lives of people throughout the world.

A note about our annual report's design: in keeping with our theme, *The Many Faces of Change*, we have chosen a design that weaves the people – the faces and names – throughout the Coady Institute story, precisely because the Coady story is about people – people who work for change. We hope that you enjoy this year's report from start to finish.

Mary Coyle and Dr. Sean Riley

Mary Coyle and Dr. Sean Riley speak with Nobel Peace Prize winner and founder of Grameen Bank, Muhammad Yunus, at the Global Microcredit Summit in Halifax, Nova Scotia. Dr. Yunus is a member of Coady's Honorary Campaign Cabinet.

“We desire above all that they will discover and develop their own capacities for creation.... They will use what they have to secure what they have not.”

*REV. DR. MOSES M. COADY
 MASTERS OF THEIR OWN DESTINY,
 1939*



Message from the Chair of the Advisory Committee



It is my great pleasure to report on my first full year as Chair of the Coady Advisory Committee, and to welcome you to this year's annual report.

This has been an exciting and challenging year, filled with many accomplishments. We are at the brink of launching the next generation Coady, one which will allow us to deliver more of what is being asked of us. Specifically, we are being asked to educate more development

leaders, to build more partnerships, to develop and conduct more innovative research, to build knowledge networks. In short, we are being asked to increase our efforts to address a world in which there are still too many people lacking access to adequate education, healthcare, and livelihoods – as well as safe, secure environments and a voice in determining their destinies.

The theme of this year's report, *The Many Faces of Change*, looks at how the Coady vision is delivered by its people. The Coady story is compelling and the

impact of its people worldwide is exceptional. While this report attempts to frame their stories, it cannot fully describe their accomplishments, working alongside their neighbours, trying to make their worlds better, safer places, one action at a time.

While it is customary for an annual report to provide information about the year past – which this document does – I encourage you to read with an eye to the future, and to dream with us about what might be.

Harold Redekopp

Coady's campaign for the future

The momentum in the campaign to construct the new Coady International Centre became palpable in 2006-2007. The Institute is three quarters of the way to its \$12 million fundraising goal to support the development of the Coady International Centre, a 55,000 square foot facility that will be housed in a combination of renovated heritage buildings and newly constructed facilities in the heart of the historic StFX campus in Antigonish, Nova Scotia.

Susan Crocker joined Mark Wallace as Campaign Co-Chair and Frank McKenna is the Honourary Campaign Chair.



Shown with Mary Coyle and Dr. Sean Riley are Steve and Kathy Smith (left) who issued a \$3 million challenge that will see them provide up to \$1 million to match gifts made by other Nova Scotians to the Coady campaign.



“Coady has made an impact on the world by providing inspiration and practical skills and by creating knowledge for thousands of leaders. This ability to create knowledge is a principal ingredient of Coady’s success and one that Canadians need to invest in, not just for our benefit but for the benefit of all people.”

THE HONOURABLE FRANK MCKENNA, P.C., O.N.B., Q.C.
 HONOURARY CHAIR, CAMPAIGN CABINET

Two new leadership gifts of one million dollars each were made to the campaign by Peter Vegso, head of Health Communications, Inc., publisher of the popular Chicken Soup for the Soul series of self-help books, and Graham W. Dennis, Publisher and Chief Executive Officer of the Chronicle Herald. Steve and Kathy Smith and Associates of the Central Group of Companies issued a \$3 million challenge which will see them provide up to \$1 million to match gifts from Nova Scotians. John and Anne Chisholm led the way last year with Coady’s first million dollar gift.



Other announcements are coming, even as this report is being written, and there is optimism that we may achieve our campaign goal by the end of 2007. Our dream of being in our new home in time for our 50th anniversary in 2009 appears to be within reach.

The new Coady International Centre will be the platform from which the Institute will be able to extend its impact throughout the world, and also increase our impact right here on the StFX campus.

We thank all of our donors for your generosity and trust.

The Coady Institute organizes many fundraising and special events each year. In the fall of 2006, Coady Celebrates welcomed Stephen Lewis, the United Nations Special Envoy for HIV/AIDS in Africa, as its guest speaker. It was a magical, gala evening, and Mr. Lewis delivered an impassioned speech lauding the Coady Institute’s people and its transformative work: “I feel almost a spiritual affinity with Moses Coady. I am filled with an almost reverential admiration for the Coady International Institute and for the work that it does.”



Education for Action

Educational programs remain at the heart of the Coady story. It is through these programs that development leaders are steeped in the lessons of the Antigonish Movement and equipped with new and heightened skills that they can apply in their day to day work in their own communities.

A new Diploma Program in Development Leadership was launched in 2006. The new 23-week diploma program retains the Coady Institute's innovative combination of adult education methodology and community economic development education while strengthening the diploma's foundations in leadership and management. Design

Olga Gladkikh, Coady's Manager, Educational Programs (centre), discusses the day's work with Diploma participants. Olga works with a team of highly qualified and dedicated professional staff that delivers the Institute's educational programs.

features, such as cooperative inquiry, encourage hands-on research and interaction between participants.

During this year, 108 development practitioners successfully completed Coady's on-campus diploma (41) and certificate (67) programs, and 69

“The curriculum is so current and relevant to our work, and there is nothing that I needed more than what is offered.”

JORAM TARUSARIRA
 TRAINING OFFICER WITH THE CIVICS
 PROGRAM OF SILVEIRA HOUSE, ZIMBABWE

development leaders participated in educational programs overseas, with 55 earning certificates in Asset-Based Community Development through two courses: one offered in Vietnam and one in Ethiopia. Fourteen participants earned certificates in Youth Leadership, offered in Zambia to a pan-African constituency in collaboration with the African Youth Parliament and Young Women in Action.

Campus based educational programs offered in 2006/2007:

- Diploma in Development Leadership
- Certificate in Women's Leadership
- Certificate in Advocacy and Citizen Engagement
- Certificate in Advanced Adult Education for Participatory Development
- Certificate in Mobilizing Assets for Community-Driven Development
- Certificate in Community-Based Conflict Transformation and Peacebuilding
- Certificate in Community-Based Microfinance
- Certificate in Organizational Learning and Change

During the year, work was initiated on the design of a new three-week certificate in Livelihoods and Markets which will be offered in the next program cycle. At the same time, there was continued development of content and a platform for distance learning courses to be offered by the Coady, also in the next program cycle.



First Nations At-Sea Mentoring Initiative (ASMI)

Coady's First Nations At-Sea Mentoring Initiative (ASMI), funded in partnership by the Department of Fisheries and Oceans Canada and Atlantic First Nations communities, works to develop the technical skills of Aboriginal fishers working in the commercial fishing industry. Coady is currently working on projects in the communities of Pictou Landing, Membertou, We'koqma'q, and Eskasoni in Nova Scotia as well as Woodstock in New Brunswick. The ASMI is scheduled for completion in 2008 and we are exploring new opportunities for this division of Coady.



Coady Institute First Nations Fisheries Coordinator Christina E. Paul with Assembly of First Nations Chief Phil Fontaine at the Assembly of First Nations 28th Annual General Assembly in Halifax, Nova Scotia in July 2007.



Canada-Africa Youth Forum

In February 2007 the Coady International Institute's 2006/2007 Youth Interns were honoured to have had the opportunity to share their African experiences with 1,000 high school students, Coady Director Mary Coyle, Her Excellency the Right Honourable Michaëlle Jean, Governor General of Canada, (then) Minister of Foreign Affairs and International Trade, Peter MacKay and StFX President Dr. Sean Riley.

Upon listening to speeches given by the interns,



Governor General Michaëlle Jean speaks with Coady Youth Interns.

who worked in development in Botswana, Rwanda, Zambia, Ethiopia, and Kenya, the Governor General challenged Canadian youth to create a "circle of solidarity" with the citizens of African nations: "I know that solutions can only come from citizens who take charge; citizens who work together and join forces and ideas with people on the other side of the world."





Coady Intern Jonathan Ferrier catalogues and photographs plant species while working with Honey Care Africa in Kenya.



Coady Youth In Partnership

Since 1997, the Coady International Institute's Youth In Partnership Program (YIP) has given Canadian university graduates experience working with development organizations in their area of expertise, to help them increase their understanding of development issues and to participate in their roles as global citizens. The program also aims to provide experience that will improve the interns' employment opportunities when they return to Canada. The interns work for six-months with Coady partners in Asia, Africa, the Middle East, Latin America and the Caribbean. To prepare them for their overseas work experience, the interns participate in a four-week orientation program at the Coady Institute.

Coady interns have worked all over the world,

and the program has provided more than 120 young Canadians with the opportunity to live and work overseas with community development organizations. For many, it is a life-transforming experience. They become more deeply engaged global citizens, and they make a direct contribution to our partner organizations. They also bring back with them a new level of awareness and experience that helps to create a better future in Canada.

This past year 10 young Canadians participated in Coady internships in Rwanda, Botswana, Ethiopia, Zambia and Kenya. Coady intern, Candice Debi worked with the Centre for Infectious Disease Research (CIDRZ) in Lusaka, Zambia, where she played an integral role in the development and implementation

of HIV/AIDS advocacy programs in the urban compounds of Lusaka and rural areas of Zambia. Candice facilitated workshops to train over 1,000 CIDRZ support group members in proposal writing, enabling them to secure grants to foster income generating activities for their communities.

Intern Jonathan Ferrier's passion for travel and ethno-botany led him to the forests of Kenya where he worked with Honey Care Africa, a rapidly expanding Kenyan social enterprise established to increase the income of rural farmers. Working as a Fair Trade Program Associate, Jonathan traveled throughout the valleys, forests, and grasslands of Kenya cataloguing and photographing plant species used by honeybees throughout the year.





“The people within the village wanted clean water. This would help rid us of the water-borne diseases that are affecting many people within our village. The ABCD training showed us that we have different springs, we have sand, stone, skill, money and the capacity to organize. It showed us that everything we need to solve our problems was within our own community. We were crawling, but ABCD has shown us how to walk.”

EMANUEL FROM DOREBA, ONE OF THE VILLAGES CURRENTLY SERVED BY THE COADY'S ASSET-BASED COMMUNITY-DRIVEN DEVELOPMENT PARTNERSHIP WITH OXFAM CANADA IN ETHIOPIA.

Asset-Based Community Development (ABCD) – Using what they have to secure what they have not

The Coady Institute's work with Asset-Based Community Development (ABCD) is an extension of its roots in the Antigonish Movement. ABCD is a strengths-based approach to community development which recognizes that all communities have assets, skills, capacities and resources that can be mobilized to improve their social and economic realities. By focusing on these strengths, and by building upon small successes, energy is directed

Coady Senior Program Staff member Alison Mathie conducts research for a case study on the application of an asset-based approach by partner organization, CREADIS, in Western Kenya.

toward opportunities to further strengthen the community's capacity to drive its own development. Building on our successful ABCD partnership with Oxfam Canada, the Coady International Institute will receive \$1.6 million from the Comart Foundation over the next five years to promote sustainable rural livelihoods in Ethiopia and Kenya. The project will address a critical need for stronger community-based responses and dynamic leadership in regions that are experiencing food shortages, decreasing

income levels, out-migration, low life expectancy and environmental degradation.

Also, throughout the reporting year, research for a collection of 12 case studies has been underway. A workshop was held in June in Thailand to bring together contributors for in-depth discussion. Drawn from Morocco, Egypt, Ethiopia, Kenya, South Africa, India, Vietnam, Philippines, Ecuador, Brazil, the USA and Canada, these cases profile communities where people have organized, mobilized and built on existing assets in their communities, "using what they have to secure what they have not," in keeping with Moses Coady's vision. The collection, supported through funding from the Comart Foundation, will be submitted for publication in September 2007 with an expected publication date of July 2008.





Coady participants take part in a rally for International Peace Day 2006.

Peacebuilding and conflict transformation

Coady staff continued to develop the Institute's expertise in the area of conflict transformation and peacebuilding. Senior Program Staff member, Thomas Mark Turay, is in the process of completing two studies: one looking at "An Examination of Intra-Community Conflicts and Indigenous African Approaches to Peacebuilding: The Case of Post-War Sierra Leone" and the other looking at "Peace Education and Popular Culture: Perspectives from Sierra Leonean Artists." Coady Associate, Sr. Joanne O'Regan, and Thomas are working together to develop Coady's expertise in this area.

Thomas is currently a Visiting Professor and Senior Fellow at the UN-mandated University for Peace in Costa Rica. In January and February 2007, he taught for the third year a three-week course entitled "Education for Conflict Transformation and Peacebuilding," as part of the Master of Peace Education program. The Institute continues to offer its successful three-week certificate in community-based conflict transformation and peacebuilding.



Coady Institute Senior Program Staff member Colleen Cameron, delivers a workshop on Gender and Health to faculty members at the Kigali Health Institute (KHI) in Kigali, Rwanda through the Xtending Hope Partnership. This is a campus-wide partnership involving students, Coady and StFX departments of nursing, human nutrition, human kinetics, psychology, and education.



have worked to strengthen the capacity of over 25 organizations in Botswana and Rwanda that are addressing the devastating impacts of HIV/AIDS in their communities.

This year, 12 volunteers, seven in Rwanda and five in Botswana, worked to improve the capacity of 10 organizations engaged in a range of programs that include HIV/AIDS education and prevention, health professional education and teacher education, relief food programs for school children and at-risk mothers, orphan care programs, support for gender equality, and networks providing services to their member HIV/AIDS organizations and people living with HIV/AIDS.

Microfinance: Coady's work on the ground to provide access to basic financial services to the world's poor

The Coady Institute continues to work with partners to help establish access to basic financial services to the world's poor who live in rural areas.

Member-owned associations, such as self-help groups, village associations and cooperatives, have

At the Microcredit Summit we celebrated the launch of the Indian School of Microfinance for Women (ISMFW). The Coady Institute has joined forces with the Self-Employed Women's Association (SEWA) and Friends of Women's World Banking India in the development of the ISMFW, with funding from CitiGroup. The first of its kind, the ISMFW is designed to close the gap between the financial institutions and the millions of people – mostly women – who lack access to basic financial services.

Improved access, on a large scale, will enable the poor to earn a living, build financial assets, take control of their lives, and weather crises. Ela Bhatt, pictured here, is the founder of India's Self-Employed Women's Association (SEWA) and Chair of the Indian School.



India's Self-Employed Women's Association (SEWA) and Chair of the Indian School.

shown significant potential to bring the gains of microfinance to the most rural and remote regions of the world. In 2005, the FORD Foundation awarded the Coady Institute \$400,000 US over three years to head a comparative study exploring member-owned innovations in Africa, Asia, and Latin America.

Member-owned models, based on traditional rotating capital schemes, are managed by local community members and begin with their own assets and equity. The study explores case-studies in rural Niger, Indonesia, Cameroon, India, Ecuador, and Mexico.

A solid team of regional case researchers has





been formed, including lead researchers Nanci Lee from Coady, Madeline Hirschland, Malcolm Harper and Renée Chao-Beroff. Together with Coady staff member Rewa Misra, Serge Djoum, Roberto Graces, Alfred Hamadziripi and Patricia Rodriguez, they will provide a comprehensive literature review, seven case studies, three cross-cutting theme papers, and a synthesis report in December 2007.

Coady Director, Mary Coyle, delivered the Canadian keynote speech at the Global Microcredit Summit in Halifax in November 2006. She has also joined the board of the Microfinance Investment Support Facility for Afghanistan (MISFA).

In Kikolo neighbourhood, located on the outskirts of Luanda, Angola, two client groups are reviewing finances with a field officer of Kixi-Crédito microfinance institution. Kixi-Crédito is a Coady partner in financial and economic literacy training.

“Human energy must be unleashed by the universal dissemination of ideas.”

REV. DR. MOSES M. COADY

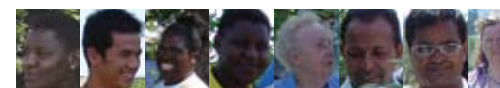




Microentrepreneur selling seaweed and shellfish near Valencia City, Mindanao, Philippines.

Knowledge for Action

The Coady Institute's uniquely qualified staff and partners generate a



great deal of cutting edge knowledge that can be put directly into action on the ground.

The following is a list of Coady occasional papers, journal articles, and conference presentations from April 1, 2006 to March 31, 2007:

Cameron, C. (2006). Community development and health. Presented at the First Nations and Inuit Health Branch (FNIHB) Staff Conference, October 25.

Coyle, M., Wehrell, R., & MacDonald, J. (2006). Small is beautiful, big is necessary: Canada's commercial and cooperative answers to the global challenge of microfinance access. Presented at the Global Microcredit Summit, Halifax, Nova Scotia, November 12-15, 2006.

English, L.M. & Irving, C. (2006). Workers for the State: Knowledge, power and discourse in research on gender and learning. In N. Taber (Ed.) *Proceedings of the CASAE Atlantic Regional Conference, Mount Saint Vincent University, Halifax, March 31-April 1, 2006.*

English, L.M., Irving, C., & Kennedy, K. (2006). Representation, reflexivity and resistance: Critical issues in feminist research. In L.M. English & J. Groen (Eds.). *Proceedings of the 25th National CASAE Conference, York University, Toronto, May 28-30, 2006.*

Foster, M. (2006). ABCD. Presented at the International Rural Development Conference, Sustainable Livelihoods and Ecosystem Health: Informing Policy, Practice and Research, University of Guelph, June 4-7, 2006.



Lee, N. (2007). Institutions for expanding outreach of financial products and services. *Presented at the International Conference on Rural Finance Research: Moving Results into Policy and Practice, FAO, Rome, March 19-21.*

Lee, N. (2006). Rural remote microfinance and selfish genes. *Presented at the Microcredit Summit, Halifax, November 12-15, 2006.*

MacDonald, J. (2006). Village development committees for representative and responsive rural governance. *Occasional Paper Series, No. 6.*

Mathie, A. (2006). Does ABCD deliver on social justice? *International Association of Community Development, CIVICUS World Assembly, Glasgow, June 2006. Panel presentation.*



Misra, R. (2007). Linking self-help groups to cooperatives in West Bengal. *Presented at the International Conference on Rural Finance Research, FAO, Rome, March 19-21.*

Misra, R., & Lee, N. (2007). Primary agricultural society linkage-the best remote self-help groups in India can do? *Small Enterprise Development, 18(1), pp.175-187.*

Turay, T.M. (2006). Conflict resolution and peace education in Africa by Ernest Uwazie. [Book Review] *Journal of Peace Education. 3(2), pp.283-285.*

Turay, T.M., & Chow, W. (2006). Social movements learning: State of the art. *Presented at the National Symposium of the Adult Learning Knowledge Centre, University of New Brunswick, Fredericton, June 21-23.*

Walsh, T. (2006). Environment as a cross-cutting theme in grassroots development. *Presented at Salt of the Earth Conference, Nova Scotia Environment Network, October 19-22, 2006.*

STATEMENT OF REVENUE AND EXPENDITURE YEAR ENDED MARCH 31, 2007

REVENUE	2006	2007
CIDA - GENERAL	\$1,000,000	\$1,250,000
SPECIAL PROJECTS	764,957	928,255
GENERAL REVENUE	415,481	568,214
OTHER GRANTS AND DONATIONS	789,918	683,007
ST, FRANCIS XAVIER UNIVERSITY	200,000	200,000
TOTAL	\$3,170,356	\$3,629,476

EXPENDITURES	2006	2007
SALARIES & BENEFITS	\$1,499,601	\$1,656,857
TRAVEL	262,303	307,942
OPERATIONAL & GENERAL EXPENSES	429,327	595,859
LIBRARY ACQUISITIONS	25,869	22,381
ROOM AND BOARD	171,119	170,292
FACILITIES AND SERVICES	252,341	265,156
SPECIAL PROJECTS	529,796	610,989
TOTAL	\$3,170,356	\$3,629,476



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 Gord Cunningham
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Coady Staff

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 Colleen Cameron, BN, RN, M.Ad.Ed - Senior Program Staff
 Gord Cunningham, MA - Senior Program Staff
 Jim Delaney, MA - Program Associate: Monitoring and Evaluation (to August 2006)
 Laura Delaney, B.Sc. - Xtending Hope Partnership Coordinator
 Christina M. Edwards, BA - Fund Development Associate
 Tammy Feltmate, BA - Youth Programs Coordinator (to November 2006)
 Kate Fiander, MA - Program Associate, ABCD
 Megan Foster, M.Ad.Ed. - Program Assistant, ABCD (to November 2006)
 David Fletcher, M.Ad.Ed. - Senior Program Staff
 Reema Fuller, BBA - Fund Development Associate (from August 2007)
 Danny Gillis, MA - Communications Writer
 Olga Gladkikh, MA - Manager, Educational Programs
 Krista Hall, BJ (Hons) - Communications Officer
 Catherine Irving, MA - Library Specialist
 Hugh Landry, MBA - Assistant Director (to April 2007)
 Sue Lang, BA - Educational Programs Associate
 Nanci Lee, M.Sc. - Senior Program Staff
 Shannon Long, BPR - Communications Assistant (from February 2007)
 Janet MacDonald, BA - Admissions Officer
 Jordan MacDonald, BA - Youth Programs Coordinator (outgoing)
 Kim MacPherson, B.Ed. - Youth Programs Coordinator (from June 2007)
 Jim Marlow, BBA - Manager, Finance and Administration
 Alison Mathie, PhD - Senior Program Staff
 Rewa Misra, M.Phil. - Senior Program Staff
 Daren Okafo, B.Sc. - Technology and Innovations Coordinator
 Sr. Joanne O'Regan, MA - Program Associate
 Christina E. Paul, MCP - First Nations Fisheries Coordinator
 Cathy Sears, B.Sc. - Library Assistant
 Leslie Tinkham, MPA - Fund Development Manager
 Thomas Mark Turay, PhD - Senior Program Staff / Faculty
 Tom Walsh, BA (Hons) - Senior Program Staff

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 Carmen Cameron - Facilities Management
 Lola Corkum - Accounts Coordinator
 Charlene DeCoste - Secretary to the Manager, Educational Programs
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 Cheryl MacDonald - Secretary, Educational Programs
 Debbie Murphy - Secretary to the Director
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