



LEDUC LINX  
CONNECT CENTRE

# ANNUAL REPORT

2024-2025



# LEDUC LINX

## CONNECT CENTRE

Leduc LINX Connect Centre opened its doors on April 1, 2008.

This was made possible by a group of motivated persons who saw a continued need for supports for individuals with developmental disabilities in the Leduc Area.

A parent-driven Board of Directors was formed to carry on the task of bringing together what is now known as Leduc LINX Connect Centre (Learning, Inclusion, Networking, X-cellence), a name chosen by the individuals we supported in 2008.

### **Mission**

Through connections to the community, LINX strives to enhance the quality of life for individuals with developmental disabilities through education, employment, residential, and outreach services.

### **Vision**

Adults and children with developmental disabilities have opportunities to experience life to their fullest potential. They experience inclusion in taking an active and valued role in society and the opportunity to reside in a community of their choosing.

### **We Value...**

- The worth and dignity of human beings.
- The full inclusion of all persons in the wider communities.
- All persons contributing as citizens to their communities.
- Working as a professional learning organization.

# 2024-2025 BOARD OF DIRECTORS



**SHANNON GRAY-HENRY, CHAIR**  
**PERRY SEMRAU, VICE-CHAIR**  
**LEANNE MILLAR, TREASURER**  
**JODI PETERS, SECRETARY**



**SUSAN PERRY, DIRECTOR**  
**CARRIE-SAM TKACZUK,**  
**DIRECTOR**  
**RONALD KRUGER, DIRECTOR**



# A WORD FROM THE CHAIR



If you don't know me, my name is Shannon Gray-Henry and I have been serving as the Board Chair for the past year. I started with the LINX Board as a Parent Director, then moved into the Secretary position, then Secretary/Vice Chair before stepping into the role of Chair. It has been an honour to serve LINX in this capacity.

As a Board we have made significant gains in securing new Board members: Carrie-Sam Tkaczuk, Director, who has a child with differing abilities and is heading our Casino fundraiser. Jodi Peters, Secretary, who is a business owner in the Leduc community and also has a child with differing abilities. Susan Perry, Director, who has sat on many Boards in Leduc and comes with a wealth of knowledge and connections in the community. And our new welcome addition to the Board, Ronald Kruger, who had a sibling who had very fond memories of the interactions with LINX staff while in hospital and decided to apply for a Board position, Ron also comes with a background in finance. Other Board members who have graciously stayed on with us this past year: Leanne Millar, Treasurer, background in bookkeeping has been tremendously generous of her time and expertise reviewing and guiding the financials and Perry Semrau, Vice Chair, who is a parent to an adult that participates in the LINX community. Thank you to each of you for stepping into a vital role on the LINX Board by volunteering your time, sharing your knowledge and dedication towards the greater good of the Leduc LINX Connect Centre, it is greatly appreciated. If you are interested in serving on the LINX Board and feel you can fulfill a role, please reach out to submit an application. Volunteers are vital to the LINX organization.

Some financial achievements this past year include creating a first ever Budget for LINX! This has been a huge achievement between Katie, Dawn and Leanne. Congratulations to all of you, this was an enormous task and you met the challenge! Also, LINX has a new contact with PDD and with that comes relationship building and understanding the PDD contract in place. We look forward to this relationship evolving with clear guidance and continued transparency.

LINX has continued with positive transformation into this year with the rebranding of the LINX LOGO, with the valued input from the clients and staff. This was an exciting venture with a more suitable LOGO that the clients and staff feel represent what LINX is about more clearly. Katie, Executive Director, continues to be instrumental in building and expanding partnerships in the community providing more job opportunities for clients and expanding youth services.

Since the previous AGM we acquired the new and approved LINX ByLaws that the Past Chair, Ann Kurlovich, Executive Director, Katie Porter and Human Resources Consultant, Karen Marner had worked together to revise and update. We were very happy to receive these with stamped approval to help guide our governance. With this in place, the Board had reviewed the Policies to update accordingly to coincide with our ByLaws. Katie had also partnered with Karen to streamline and update management roles within LINX making them more relevant to the current needs of the organization.

For the coming year we are excited to see the continued positive transformation that LINX brings to the community and the clients it serves. Strategic planning is on the horizon, this will bring further clarity in steering LINX into the future providing a roadmap for achieving long term goals and moving the organization forward.

In conclusion, I would like to extend a heartfelt thank you to the Board Members for their expertise and time, to our stakeholders for their continued support which help to make LINX the best it can be, to our Executive Director Katie for leading by example with confidence and compassion, to our Administration team and staff who shine through adversity, and to the families, caregivers and clients of LINX that continue to show up, you are the foundation of which LINX is built and continues to grow and evolve. Thank you.

**SHANNON GRAY-HENRY**  
BOARD CHAIR

# OPERATIONAL LEADERSHIP



**KATIE PORTER, EXECUTIVE  
DIRECTOR**

**ALISHA CRAWFORD, PROGRAM  
OPERATIONS MANAGER**

**DAWN LESAGE - FINANCIAL  
ADMINISTRATOR**



**ANDREA GIBSON, DAY PROGRAM  
TEAM LEAD**

**WHITNEY KOOP, RESIDENTIAL  
TEAM LEAD**



# A WORD FROM THE EXECUTIVE DIRECTOR



It's been a year of change and progress at LINX. Our Community Access, Employment, Supported Independent Living and Respite Programs remain at the heart of what we do. We adapted services to meet changing needs while keeping our focus on person-centered, inclusive supports.

We introduced new training resources to strengthen how we support behaviors of concern and made good progress developing consistent, proactive safety planning across programs. This work will continue into the coming year.

After careful thought and conversations with stakeholders, we made the tough decision to begin phasing out our Support Home Program by March 31, 2026. Work is well underway with PDD, families, and providers to ensure smooth, person-centered transitions for everyone impacted.

We also saw growth in our FSCD youth program, with new referrals helping us expand supports for younger individuals and their families.

I'm especially proud to report that our staffing has never been more stable. With a reduced turnover rate of just 10%, our teams are strong, consistent, and well-positioned to support both existing services and future growth. We've built stronger, more inclusive partnerships this year by participating in conferences, sector committees, and collaborative initiatives. These connections are creating new opportunities for the people we support and expanding our community presence.

We also launched a Behavior Supports Committee and continue to finesse our Board Handbook with our bylaws to keep governance clear and consistent.

Looking ahead, priorities include:

- Finalizing and formalizing our behaviour supports framework.
- Completing the Board Handbook and launching our Strategic Planning process.
- Continuing professional development initiatives and maintaining our strong staffing foundation.
- Expanding our Youth programming and inclusive community partnerships.

To our incredible staff and leadership team: thank you for your passion, resilience, and the heart you bring to your work every day. Your commitment and steady leadership through a year of growth and change have made all the difference. You are the reason we continue to thrive.

To our Board of Directors: thank you for your vision, support, and thoughtful governance. Your trust and leadership keep us grounded while helping us move forward with confidence.

To our clients and families: it's a privilege to walk alongside you. Thank you for your trust, your partnership, and the joy you bring to this organization. You remind us every day why this work matters.

I look forward to the opportunities ahead and to building an even stronger, more inclusive future together.

**KATIE PORTER**  
EXECUTIVE DIRECTOR

# CLIENT HIGHLIGHTS



This year, we asked the individuals we support at LINX to share some of their favourite moments and highlights. Here's what they told us:

- New classes have been a hit – clients said they're fun, engaging, and something they look forward to.
- Many enjoyed visits from the students at Leduc Composite High School, saying it was great to connect with new people.
- A client loved the chance to paint the lockers, especially because it was a fun team activity.
- Clients appreciated the smooth transition when a staff member left for maternity leave and how positions were thoughtfully filled.
- Last year's Community Inclusion BBQ was a client favourite, and many are already excited for this year's event!
- The creation of a Social Committee was highlighted as a great addition for bringing people together.
- A client shared that they feel LINX has improved, especially with hiring people who are a great fit for the organization.
- Clients appreciated having classes that offer community outings, creating more opportunities to explore and connect.
- A new fridge and stove for cooking programs was a big win, making kitchen activities more accessible and enjoyable.
- One individual shared how they're proud of LINX's focus on increasing supports tailored to client needs, including new personalized cards on lockers.
- Clients have taken on new volunteer and employment opportunities within the community this year.
- Cooking classes have been popular, with clients learning new kitchen skills and recipes.
- Many enjoy working on the puzzles set up in the workrooms, offering a relaxing and social activity.
- New sensory tools like rocking chairs, fidgets, and other sensory items have been added to workrooms, creating a more supportive and inclusive environment.
- Clients are proud of the new friendships and community connections they've built this year.
- Clients loved volunteering at the Premium Outlet Collection Edmonton International Airport over the holidays, gift wrapping for donations.
- LINX was proud to participate in the Black Gold Rodeo Parade, with clients and staff joining together to represent the organization in the community.
- Clients had a great time partnering with Special Olympics Alberta for a Cornhole Class, enjoying friendly games and building new skills.

We're proud of the progress and memories made this year, and grateful to our clients for sharing what matters most to them.



# 63

Seniors (60+) - 5  
Adults - 52  
Youth - 6

LINX is proud to support 63 individuals through our programs, with ages ranging from 10 to 77 years old. We are honoured to play a role in fostering inclusion, independence, and meaningful opportunities for people of all ages and abilities in our community.

## Individuals Served by Program

Employment - 43  
Community Access - 15  
Supported Independent Living - 18  
Hourly Respite - 1  
Daily Respite - 16  
Support Home - 10  
Youth - 6



# INCLUSIVE PARTNERS

|                                   |                                    |
|-----------------------------------|------------------------------------|
| Leduc Arts Foundry                | The Lighthouse CoWork              |
| Bone & Biscuit                    | Loolubean                          |
| Boston Pizza                      | Magic Pixie Brush                  |
| BGC Leduc                         | McDonalds                          |
| Brightpath Daycare                | Mobility Equipment Services        |
| Canadian Tire                     | Nisku Fire Services                |
| Club Demonstration Services (CDS) | No Frills                          |
| City of Leduc                     | Nurtured Minds Wellness            |
| Connectivity Dance Studio         | Phat Tony's                        |
| Co-op Grocery                     | Leduc Regional Housing Foundation  |
| CrossFit Leduc                    | RiseUp Society                     |
| Days Inn & Suites                 | Royal Hotel                        |
| Daystar Church                    | Safeway                            |
| Dollarama                         | Salvation Army                     |
| Flaman Sales Nisku                | Second Home Pet Resort             |
| Gateway Family Church             | Selections Career Support Services |
| Kosmos Restaurant & Lounge        | Sobeys Beaumont                    |
| Leduc Brewing Company             | Special Olympics Alberta           |
| Leduc Fellowship Church           | Leduc Stone Barn Garden Society    |
| Leduc Produce Market              | St. Paul's Anglican Church         |
| Leduc Public Library              | Staples                            |
| Leduc Representative              | Subway Leduc Common                |
| Lee's Secret Comic Store          | Tier 3 IT Solutions                |
|                                   | Walmart                            |
|                                   | Wendy's                            |

LINX is thrilled to partner with 48 inclusive community partners, and growing. These partnerships provide everything from volunteer roles and work experience placements to meaningful, paid employment opportunities for the individuals and ongoing donations. The strength of these relationships not only opens doors for our clients but also helps build a more inclusive, welcoming community for everyone. We're grateful for the commitment of these businesses and organizations, and we look forward to expanding these opportunities and connections in the coming year.



LEARNING • INCLUSION • NETWORKING • X-CELLENCE

# 36

LINX is proud to employ a dedicated team of 36 incredible staff members, working in roles ranging from casual to full-time across various programs.

# \$12K

LINX invested over \$12,000.00 in staff professional development during the 2024-2025 fiscal year. From First Aid to specialized training focused on supporting our most vulnerable, we continue to prioritize building a skilled, confident, and compassionate team.

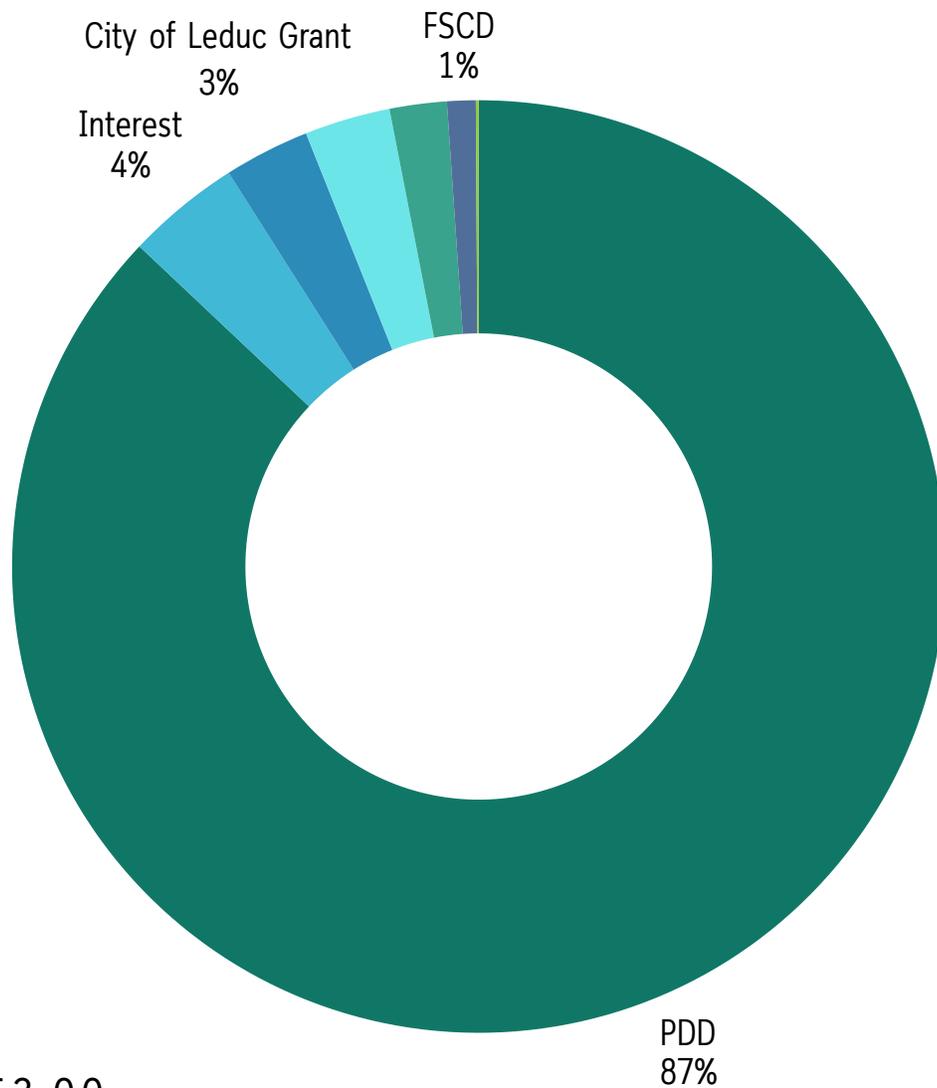
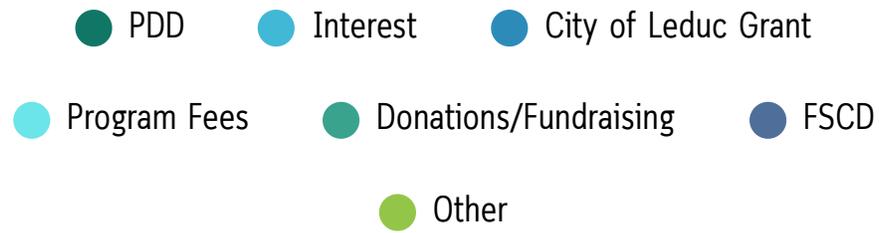
# 3.6 years

The average employee has been with LINX for 3.6 years – a number we're proud of, and one that speaks to the loyalty, heart, and experience of our team. We're focused on continuing to grow that number by investing in professional development, staff recognition, and a supportive, inclusive work environment.

# 10%

We're proud to share that LINX has reduced staff turnover from 56% in 2021 to just 10% today. This incredible improvement reflects the strength of our team culture, our commitment to employee well-being, and the meaningful work we do together every day.

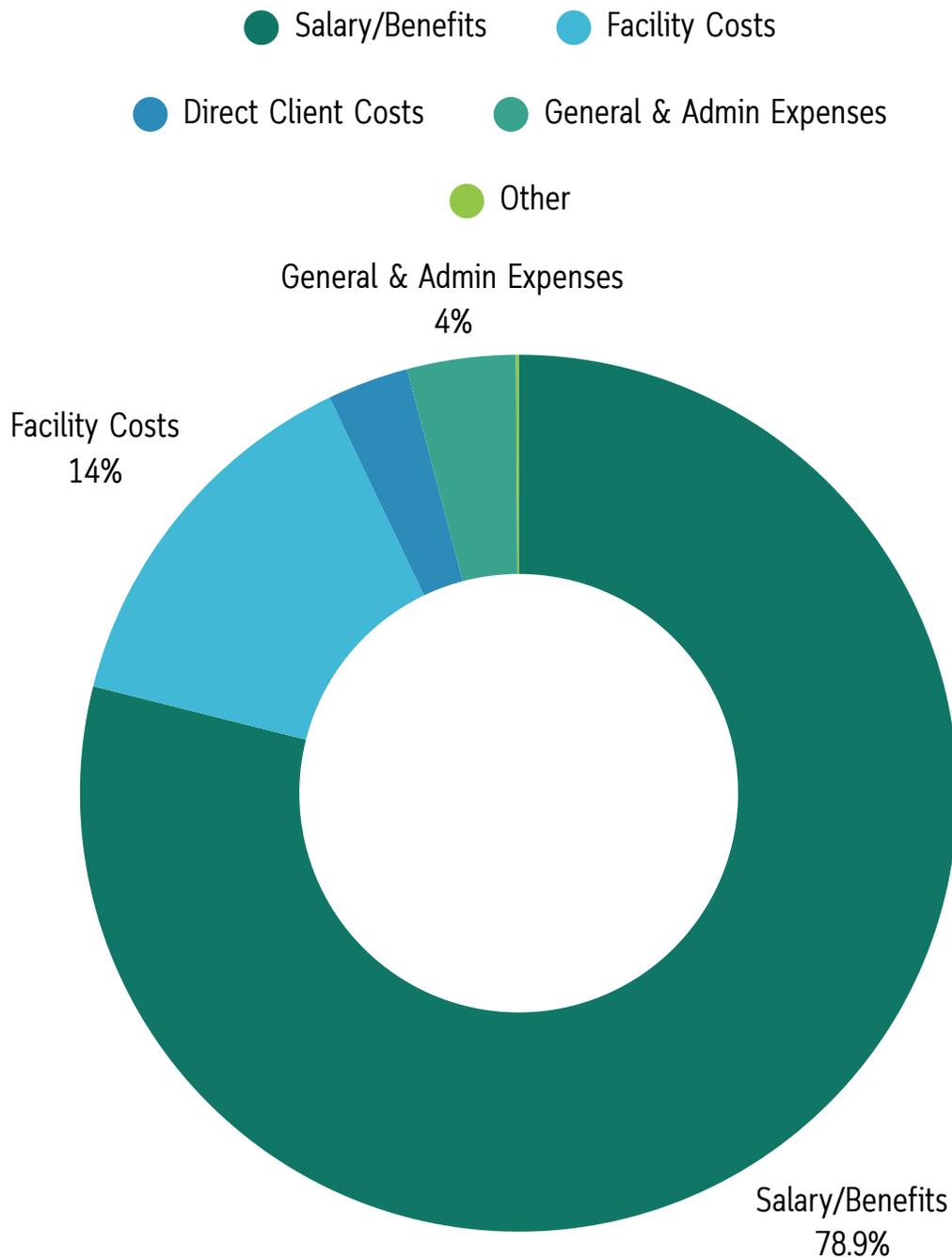
# FINANCIAL OVERVIEW - REVENUE



\$2,342,053.00

PDD  
87%

# FINANCIAL OVERVIEW - EXPENSES



\$2,267,485.00



**LEDUC LINX**  
CONNECT CENTRE

## CONTACT

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