

# It takes a community to **build** community.

CALGARY  
**DROP-IN**  
CENTRE

## 2019-20 Report to Community

April 1, 2019 - March 31, 2020



# We are all Treaty people.

The Calgary Drop-In Centre recognizes that Treaty 7 is shared with many different Indigenous peoples, and this includes the Blackfoot First Nation tribes of the Siksika, the Piikani, the Kainai, the Stoney Nakoda First Nations tribes of Chiniki, Bearspaw, and Wesley and the Tsuut'ina First Nation. The city of Calgary is also homeland to the historic Northwest Métis and to Métis Nation of Alberta, Region 3.

We remain committed to ensuring that our work honours all Treaty people.





## Our Mission:

We welcome adults at risk of or experiencing homelessness. Working collaboratively, we provide access to a spectrum of care that supports each person's transition to the most independent living possible — including emergency shelter, programs and services, and affordable and supported housing.

## Our Vision:

A community where everyone can find their home.



We provide 24/7 low barrier emergency shelter and supports.



We own and operate mixed-market housing buildings.



We engage and educate the community about how to help.



We provide skills training and employment placement.



We provide services and support to help people move into their own home and stay housed.

The DI is a  
values-driven  
organization  
fuelled by  
**Kindness,**  
**Community,**  
**Respect,**  
**Wellness,**  
and  
**Accountability.**





I am a nurse with a decade of experience, and I have worked for the DI for more than six months. I am sure many Calgarians are unaware of the layers of support and care the staff at the DI provide. I have been profoundly humbled watching the efforts that the DI will go to help Calgary's most vulnerable feel seen, heard, and valued.

The DI provides more than a place out of the elements. It offers access to health care services, including wound care and daily follow-ups. The frontline staff triage motivated clients to pursue sobriety and gain back their independence. To me personally, clients have shown respect and appreciation for my nursing skills. The DI also has a housing team that works tirelessly to provide clients the opportunity to achieve independent living. The DI is a place where there is a chance to heal and make choices for a better future.

I came in ready to help the DI by sharing my skills, but truly the experience of being a part of the DI has influenced me. I know connecting to this branch of the community is helping me become a better nurse and a better human.

- Chelsey, Staff



## 2019-2020 Board of Directors

Graham Richardson (Chair)  
Jackie McAtee (Vice-Chair)  
Ken Uzeloc (Past Chair)  
Jason Deliman (Treasurer)  
Andrea Whyte (Secretary)

Fiona Clement  
Licia Corbella  
Mirela Hiti  
Colan Kee  
Jase Vanover  
Tom Whitehead





This past fiscal year, the Calgary Drop-In Centre has received several opportunities for growth. From an increasingly concerning drug crisis to extreme weather and a global pandemic, the homeless-serving sector in Calgary has undoubtedly felt the full weight of these conditions. Fortunately, this sector and all of its members are resilient, committed, and collaborative. As a result - and as a community - we have made great strides.

A few years into our housing transformation, the DI has been recognized as a leader among housing-focused shelters as we continue to house hundreds of people per year. Last fall, we opened our third housing initiative, Greenview Rise, and now, we continue to respond diligently and efficiently to the COVID-19 pandemic. Each day, Calgary Drop-In Centre staff are saving lives, solving challenging problems, and empowering people to believe in themselves and see the potential that we see in them. I am so proud to be part of this team and this community.

So much has changed in the past 12 months, and we do not yet know what our new "normal" will be, but I am confident we, as a sector, will one day achieve functional zero homelessness in our community.

**- Sandra Clarkson, Executive Director**



From completing our newest housing initiative to responding to the arrival of COVID-19, the board's work of oversight and support to management through 2019-20 was meaningful and diverse.

It has been a real source of pride for all to see Greenview Rise becoming home to many. We also keep the essential day after day work of all those within our agency in sight, whether that is in facilities management, case management, frontline workers, health staff, or any of the other disciplines that contribute to the agency running smoothly. Through a tremendously challenging period, and by leadership and collaboration, we can see the bright spots that have been brought on by the COVID-19 outbreak out of necessity.

Our board enjoys the team strength needed to stay dedicated to our vision in the face of evolving challenges. We apply our skills to seek solutions to difficult problems.

The contributions of every board member are appreciated, and I sincerely thank Jason Deliman and Licia Corbella - having departed from full board roles - for their many contributions to the DI Board over the years.

I value working with this strong and diverse team for the very worthy cause of supporting some of most vulnerable among us.

**- Graham Richardson, Board Chair**





# It takes **PEOPLE** to build community.

We strive to put people first, from our clients to our staff and our community supporters. We provide essential care and housing support for individuals in crisis, as well as ensuring that our staff are well-equipped to do so. This year saw the introduction of our Kindness Camp, a new training initiative that staff receive when they join the DI. It is designed so that everyone knows the resources they have at their disposal in our mission to end chronic homelessness in the city, and how to deploy them through a trauma-informed lens.



## Thank you, volunteers!



## Among the 138,907 volunteer hours,

we loved seeing so many groups celebrate volunteer milestones with us. Some of these were for meal services, like Temple B'Nai Tikvah celebrating their 150th meal service. Some of these milestones were for years of service, like 15 years of volunteering from Les Marmitons. It is something special to see small acts of kindness grow into long standing traditions. Thank you for choosing the DI to make these memories.



**9,436** clients, including an average of **725** people per night, were assisted by **255** employees and **14,073** dedicated volunteers. This was made possible by **2,225** generous donors.



What is your favourite memory of the DI?

Every morning I show up to my shift, I am embraced with beautiful smiles and greetings from everyone, clients and staff alike. My favorite memory of the Calgary Drop-In Centre has to be the day I started at this organization. I had no idea what I was getting into, but I knew it was something special.

- Dulshad, Staff



# It takes **SUPPORT** to build community.

At the DI, support means ensuring everyone's needs are met, beyond just shelter and a mat. Over the past year, we began our partnership with MINT Pharmacy and welcomed even more support from CUPS' on-site physicians. This has allowed us to expand the health services we are able to offer our clients, such as dedicated wound care. A total of 1,459 people accessed health services at our main shelter. In collaboration with Alberta Health Services, we opened Home Care in Shelter, a program intended to offer those needing extra time to recover a safe space to do so. This year also saw a record number of meal sponsorships over the holiday season, as two out of three meals during the month of December were sponsored thanks to some incredible community support.



## Bagged lunches!



A large part of the support that helps everyone get through the day is having three square meals, and we revamped our bagged lunch program to help with that. Working with Alberta Health Services, the DI was able to create a new set of guidelines for all groups who brought sandwiches, snacks, and bagged lunches in the safest manner possible. We are so appreciative of the community's continued support and the **9,000 bagged lunches** we received since implementing these changes.





**1,039,787** meals were served to up to 800 people per seating.

More than **200,000** items of donated clothing were provided to people in need.

**111,685** household items were provided to **2,978** households accessing our Free Goods Program.

**826**

computers were issued to low- or no-income Calgarians.

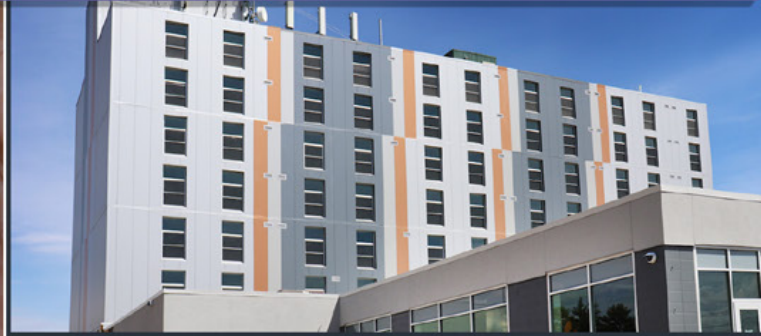




# It takes **HOUSING** to build community.

A major part of any community is the people who live there, and 2019-2020 was the most successful year for DI clients finding housing across Calgary. With 292 Calgarians finding permanent housing solutions, our goal of ending chronic homelessness has never felt so achievable. While part of this is due to our mixed-market housing buildings, every year seems to see more clients find independent housing in various communities across Calgary. This year saw blossoming relationships between the DI and landlords from each quadrant, as more Calgarians became part of our quest. Throughout the city, folks are settling into their new homes, each with their own housing story to tell.

## Housing in action



Last year, our biggest housing story was the opening of Greenview Rise, which came through after excellent collaboration between the DI and the community of Thorncliffe-Greenview. This year, we are thrilled to share that our biggest story is the success of Greenview Rise, which saw all 79 rental units filled within three months, and they remain filled to this day. In fact, 0% of those who were housed at Greenview Rise - or any of the DI housing buildings - have returned to shelter, which is a huge success. This plays a very big part in why the return-to-shelter rate overall for the DI is less than 4% and suggesting there is value in a housing-first approach.





**292** people housed.

**46** people housed in DI housing buildings.

**3.78%** return to shelter rate.

Housing staff helped **97** people prevent homelessness and instead, find a home that met their needs.

This means that people were housed before they spent more than **three weeks** in shelter - in other words they were diverted away from homelessness.

We are always looking to house people in the community to make our success rate for supportive housing even higher!





# Go Big Go Home

Together, we can build a community  
where **everyone** can find their home.

Supported by:



Calgary Homeless  
FOUNDATION

## What if the COVID-19 pandemic was the catalyst that ended homelessness?

More than ever, Canadians have understood how connected health and housing are, and people all over the country have rallied behind the homeless-serving sector to protect our most vulnerable people.

Our programs have received support from the Calgary Homeless Foundation and all levels of government, and we stand beside the Canadian Alliance to End Homelessness and their national goal to end homelessness once and for all.

**If we as a community go big, we believe our community's most vulnerable people can go home.**





We rely on the **kindness** of Calgarians who fuel our programs and services.

**It starts with you!**



### **Free Goods Program**

This program supports low- and no-income Calgarians with free goods donated by the community such as furniture, housewares, computers, and clothing.



### **Landlords Wanted**

We seek clean and safe rentals between \$300-\$900/mo. If you have a studio suite, one-bedroom apartment, and/or a basement suite, we'd love to chat with you!



### **Recovery for All**

We are proud to support the Canadian Alliance to End Homelessness movement to advocate for affordable housing and supportive housing for all Canadians.

During COVID-19, the DI  
housed more than  
**294 people!**

This number continues to rise.





# It takes **RESOURCES** to build community.

A big part of what makes our housing programs so successful is approaching it on a holistic level, which can take a lot of resources for all the various needs. Thankfully, our donation centre is more than equipped to handle, sort, and arrange all the used donations we receive and give them new life. It's not only the DI that benefits, as these donations – which includes warm clothes, computers, furniture, and more – are accessed by more than 90 community referral agencies. We do not do this work alone; our community has ensured that we have the resources we need, whether we are furnishing a new home or facilitating community workshops to help engage vulnerable people.



## January Cold Snap



When Calgary had its coldest days of winter in January 2020, the DI was in desperate need of warm clothing. We put a passionate plea for items on social media, and we couldn't believe what happened next. Our single request snowballed into over 600 messages of support from the community on top of several media stories all determined to get warm clothing to Calgarians who needed them most. For a week, the DI received donations throughout all hours of the day, and replenished our stock of winter clothing. Not only did it warm the city's most vulnerable population, but it also warmed our hearts knowing how much our community cares.



**114,470** household goods were donated through our Free Goods Program.

**\$592,917** raised in meal sponsorships.

**92** agencies utilized the DI's Free Goods Program.

**2,380**

bags of clothing were donated during the cold snap - that's 907 metres all stacked up!





# It takes GROWTH to build community.

The COVID-19 pandemic has preoccupied most of 2020. Though this global pandemic has largely fallen outside of the 2019-20 fiscal year, we'd still like to share how we responded.

All stats are calculated from March 11 - June 30, 2020.



Non-essential services are suspended to repurpose resources.



The first of our physical distancing sites opens.



Our second physical distancing site opens at Calgary TELUS Convention Centre.



PPE, including masks, become mandatory.

## March

All external volunteer opportunities are cancelled.

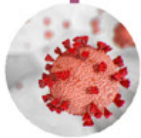
COVID-19 screening is put into place for clients and staff.



60+ additional staff are hired.

## April

On April 26, the first two cases of COVID-19 are confirmed and the main building is declared an outbreak site.





**143** people were hired during COVID-19.

An average of **578** people accessed our **3** shelter sites each night.

**226,403** COVID related items were donated.

Regular on-site testing of clients and staff.



Our Go Big Go Home campaign launches, over 100 people have already found housing.

Physical distancing site at TELUS Convention Centre closes.



Most programs, such as in-person staff training, resume.

**May**

**June**



Calgary honours its shelter workers by lighting up city monuments orange.

Funded by Calgary Homeless Foundation, we open the Transitional Housing Program.



Our Go Big Go Home campaign surpasses 50% of its goal to house 250 people.

All positive cases recover, and the DI is no longer declared an outbreak site.



It takes **COMMUNITY**  
to build community.



TELUS Friendly  
Future Foundation

TELUS Friendly Future Foundation matched every dollar donated up to \$20,000 for the DI's **#GivingTuesdayNow** Campaign. This donation helped inspire 272 donors to help raise an incredible \$78,790.



Calgary Homeless  
**FOUNDATION**

Calgary Homeless Foundation has provided much needed and much appreciated financial support, particularly due to COVID-19. Their support has helped us provide free goods to low- and no-income Calgarians as well as find housing for folks experiencing homelessness during COVID-19.



**Foundation**

**Thank you to the Calgary Flames Foundation for including us in their generous community investment of \$2.5 million.**

This donation included \$15,000 towards our Hunger Relief Program and critical support with the increased demand in meals, as well as \$60,000 towards COVID support.





**LEXUS**  
OF CALGARY  
EXPERIENCE  VIP SERVICE



**LEXUS OF  
ROYAL OAK**

Thank you Lexus of Calgary and Lexus of Royal Oak who generously donated \$20,000 towards our Hunger Relief Program. This donation will ensure that we will be able to provide three meals daily.



Last Christmas, the DI was one of three lucky recipients for the Ship & Anchor Pub's annual "Ship Nog" fundraiser. \$10,700 was raised this year to help Calgary's most vulnerable people.



  
**ConocoPhillips**

ConocoPhillips is one of the DI's long-standing donors for over 15 years with a lifetime giving of \$175,000. Much of their support goes towards our Hunger Relief Program.



# VOLUNTEER APPRECIATION

## DI Ambassador Awards

Each year, we celebrate National Volunteer Week by recognizing our volunteers who embody our DI values. This year, we couldn't celebrate in person due to COVID-19.

# WE ♥ OUR VOLUNTEERS

### KINDNESS

#### DI Ambassadors

Ashley Mark  
Geoff Messier  
Kourtney Robinson  
Peggy Bell  
Jim Enarson  
Theo Timmer  
Serafina Tovar  
Humberto Fuenmayor

### COMMUNITY

#### DI Ambassadors

Rick Cunningham  
Lukes Drug Mart  
Enbridge

"Enbridge employees take the time to recognize special holidays with clients. Every year, they are committed to supporting the DI and hold an employee run "bake off" to raise funds for lunch sponsorships."





## ACCOUNTABILITY

### DI Ambassadors

Lauran Bohdan  
Bev LeBlanc  
Lee Ladouceur  
Angels of the Night  
Billy Wu  
Stuart Olson

“Billy Wu is an amazing support for both the housing team and clients. He finds appropriate market rentals for the clients, and even keeps track of his work with Excel.”

## WELLNESS

### DI Ambassadors

Katie Booth  
Gulshan Nazarali  
Zack Moline  
Purses of Hope

“Stuart Olson has committed to serving lunch over the Thanksgiving holiday for three years in a row. They are as animated as the colours on their socks and bring that health and wellness when they volunteer at the DI.”

“Katie is very thoughtful and always goes the extra mile with making everyone feeling welcome and supported.”

## RESPECT

### DI Ambassadors

Natasha Phillipson  
Laura Darichuk  
Megan Keyser  
Jim Stiles  
Ricardo Molina

“Natasha is such a kind, caring person. She has an open mind and is unbiased towards people in our community. She shows so much respect for staff and clients.”





Through 2019-2020, a major theme for the DI is community. The DI is recognized as a top-rated, fiscally responsible organization, which gives funders and donors the confidence to continue investing in our work.

A landmark for our community this year is the opening of our third housing initiative, Greenview Rise. We are proud to have realized our goal of adding housing capacity to the sector.

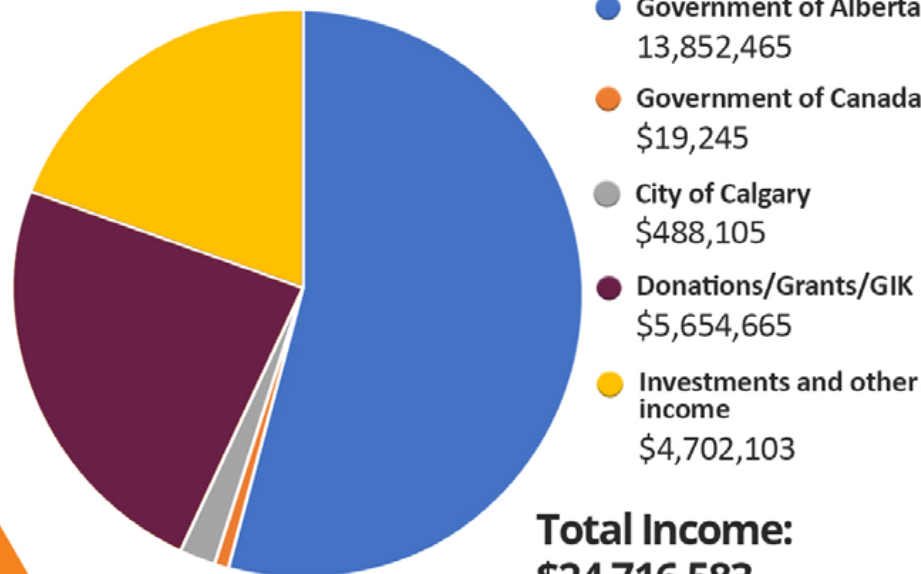
I retired from the Board in June 2020 after 10 years of service and I continue to contribute as a member of the Finance and Facilities (F&F) committee. I feel both the Board and the F&F committee are in excellent hands, and I look forward to watching the DI continue to grow.

- Jason Deliman, Former Treasurer, Board of Directors

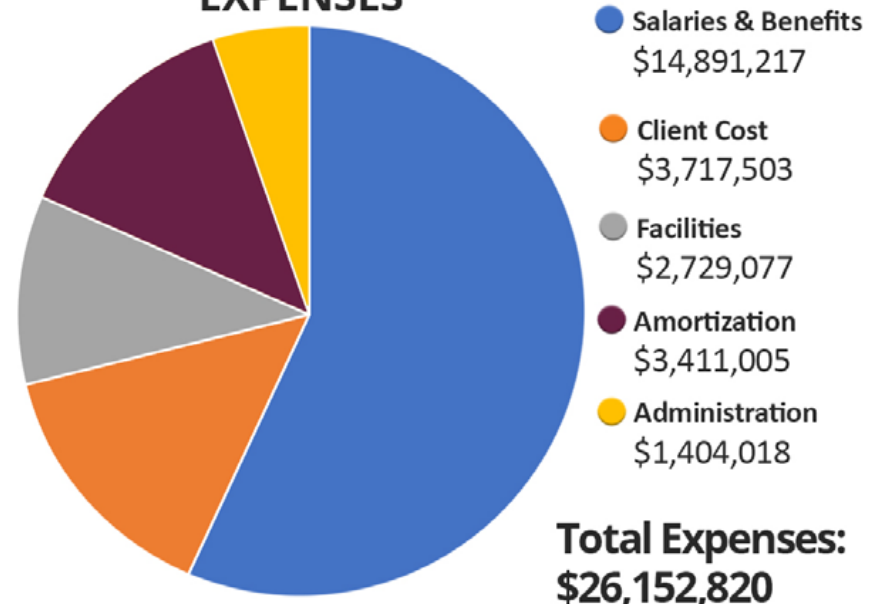


## April 1, 2019 - March 31, 2020

### INCOME



### EXPENSES





# It takes YOU to build community.

CALGARY  
**DROP-IN**  
CENTRE



## How to get involved:

- Volunteer your time and talent
- Donate a monthly gift
- Become a meal sponsor

Have a unique idea about how you can make an impact?

We'd love to hear from you! Email us at [community@thedi.ca](mailto:community@thedi.ca)

Thank you to our partners:



The impact that our work makes in the community is paramount. Restoring hope to a person who has lost hope can't be taken for granted. Through our work of housing hundreds of people these past years, we have erased tears of sorrow and created tears of joy.

- Godfrey, Staff



**TOGETHER,** we can build  
a community where **everyone**  
can find their way home.



Learn more at [calgarydropin.ca](https://calgarydropin.ca)

CALGARY  
**DROP-IN**  
CENTRE